

Functional Annex D:  
**LAW ENFORCEMENT**

**MISSION**

To minimize public confusion and turmoil during disaster or large-scale emergency operations by providing effective law enforcement services, such as the enforcement of laws, traffic control, the investigation of crimes, the security of evacuated areas, and the protection of life and property.

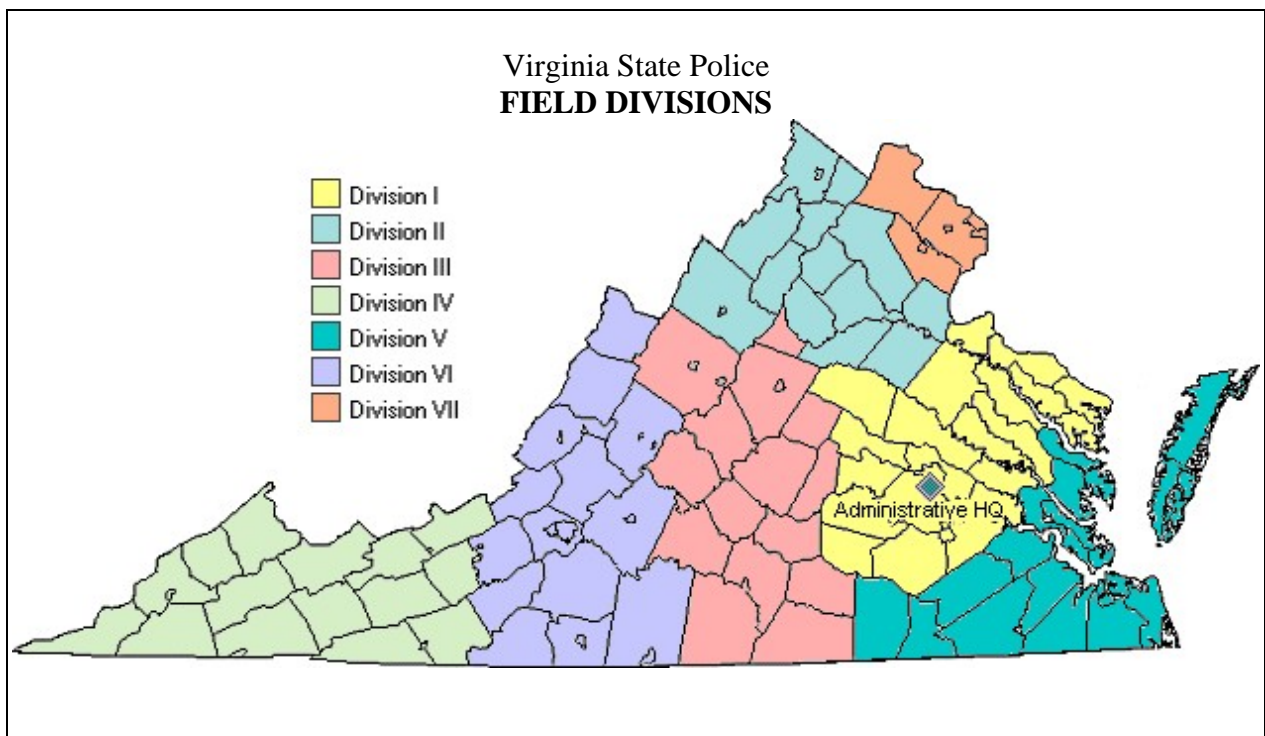
**ORGANIZATION**

- A. Local law enforcement officials are responsible for these services within their jurisdictions. State assistance is provided only when requested by local government officials. The Virginia Department of State Police (VSP) coordinates the provision of state law enforcement assistance to localities. Also, support can be provided by other state agencies as listed below:
  - 1. Department of Game and Inland Fisheries.
  - 2. Department of Motor Vehicles.
  - 3. Department of Forestry.
  - 4. Department of Military Affairs.
  - 5. Department of Aviation.
  - 6. Department of Conservation and Recreation, Division of State Parks.
  - 7. Marine Resources Commission.
  - 8. Department of Alcoholic Beverage Control.
  - 9. Law enforcement personnel of other state agencies, when requested, for specific mission assignments.
- B. The Virginia Department of State Police (VSP) is organized geographically into seven Field Divisions. See Figures D-1 and D-2.

## CONCEPT OF OPERATIONS

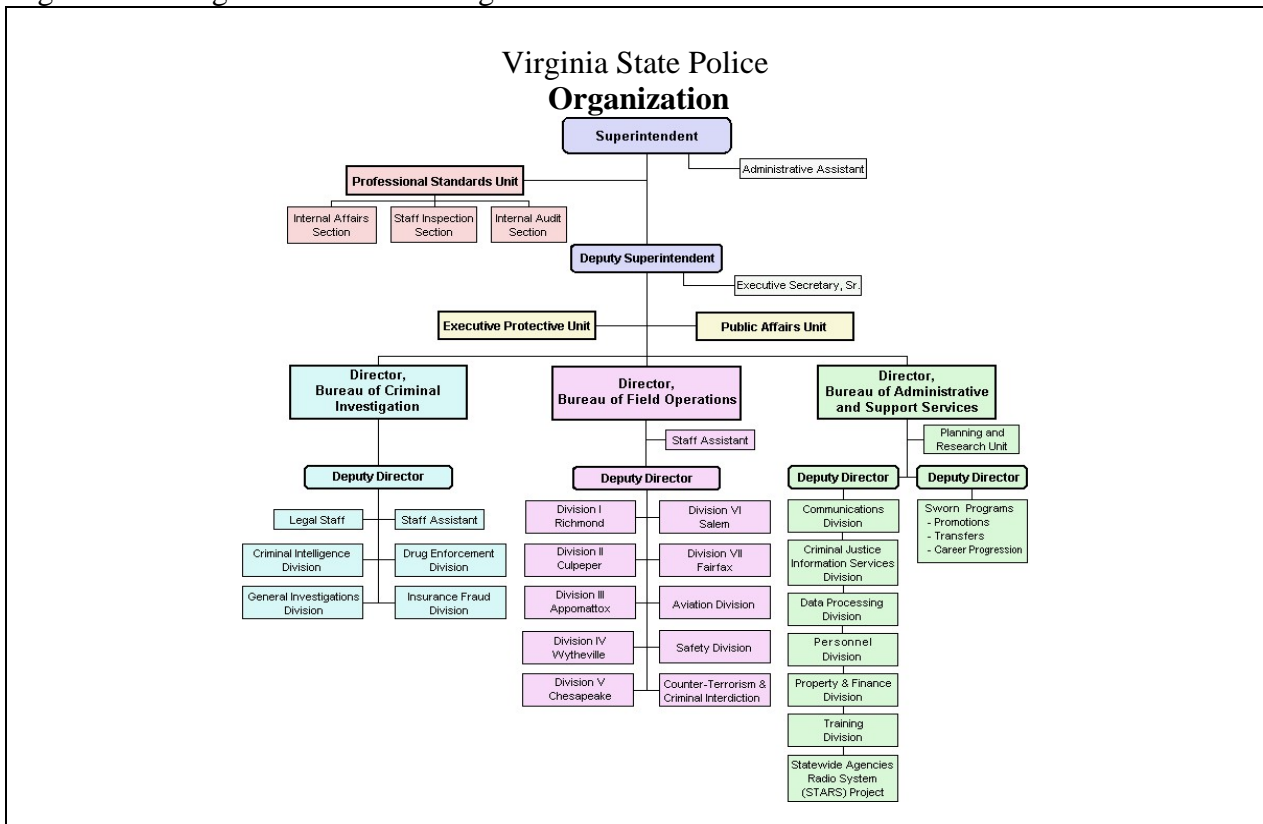
- A. In the event of an emergency or disaster, the Virginia State Police will follow the procedures outlined in the Department of State Police Emergency Operations Manual, published separately. This manual provides step-by-step procedures for effective organization, logistics and tactics used in situations requiring a coordinated effort. The Manual is designed to outline the Department's established standard operations procedures. It is not intended to embrace all of the details of various contingencies or our response to them; rather, it is designed to provide sufficient guidance and direction to enable the development of more detailed operational plans.
- B. There is sufficient latitude to allow the on-site supervisor to tailor the emergency operation to a specific operation. This precludes the publication of numerous plans for every conceivable situation. If needed, other state law enforcement agencies (listed above) will supplement manpower and resources. Concerning logistics, VSP personnel operating in a disaster situation will utilize the Department's supplies and equipment. Supplemental personnel from other state agencies and quasi-public organizations will utilize supplies and equipment provided by the parent agency, unless otherwise furnished by VSP.

Figure D-1: Virginia State Police Field Divisions



- C. During large-scale evacuations, wherein large numbers of evacuees are traveling on highways from one locality to another, the Department of State Police will assist to facilitate such movement and to minimize traffic congestion. This will require close coordination with the State EOC and the VDOT Traffic Control Center. A Virginia State Police liaison officer should be dispatched to each upon request, typically beginning with the earliest stages of increased readiness. A VSP liaison officer should also be dispatched to each affected locality where he will typically work directly with the local sheriff or police chief. More detailed procedures are included in the Hurricane Emergency Response Plan and in the VDOT Emergency Operations Plan (both of which are separately-published subplans to the State EOP).
- D. The Governor will authorize the use of National Guard resources to provide law enforcement services should an emergency or disaster situation warrant such action. VaNG units will be given mission-type orders only; they will not be assimilated into state or local law enforcement organizations.
- E. No use will be made of private security agencies or volunteers unless they are sworn and trained special deputies or auxiliary police. Such personnel will be the responsibility of the public safety agency which appoints and utilizes them.

Figure D-2: Virginia State Police Organization



- F. Although local civil authorities have primary responsibility for civil disorder and counter-terrorist activities, the situation may quickly exceed their capability requiring them to request state assistance. The procedures to be followed by officials of political subdivisions in requesting state assistance in response to civil disturbances or terrorist activities are essentially the same. See Attachment 2.
- G. The Virginia Department of State Police' Virginia Criminal Information Network (VCIN) is used by the State EOC for emergency notification and warning. Local law enforcement usually serves as the 24-hour warning point and provides other communications services as well. Reference Annex B: Communications and Warning.
- H. Another law enforcement responsibility, which is treated separately in this plan, is search and rescue. See Annex K.

Annex D, Attachment 1  
**TRAFFIC CONTROL**

**MISSION**

Virginia State Police (VSP) will assist localities, in coordination with the Virginia Department of Transportation (VDOT), to provide for the orderly flow of highway traffic in and around areas affected by emergencies. In the event that interstate highways are needed for evacuation or military mobilization, VSP will coordinate traffic control operations. For a multi-jurisdictional traffic control incident, VSP will assume command, unless an agreement has been made otherwise.

**ORGANIZATION**

Local law enforcement officials are responsible for highway and street traffic control within their jurisdictions. City maintenance crews and local VDOT residency shops routinely provide for traffic control in conjunction with highway maintenance and repair activities. VDOT residency shops are, in effect, local resources. State assistance is provided when local resources are overwhelmed.

**CONCEPT OF OPERATIONS**

- A. As appropriate, VSP will provide traffic control assistance to localities in coordination with the State EOC and the VDOT EOC. Such assistance will be in accordance with the VSP Disaster Plan and the Virginia Traffic Improvement Plan, each published separately.
- B. VDOT will open routes essential for the delivery of goods and the movement of people in support of emergency operations. They will also monitor traffic movement and provide current information to the State EOC and to VSP. Reference the State EOP, Volume 7: VDOT EOP.
- C. A major hurricane threatening coastal areas may prompt a large-scale evacuation. Estimates are that, in a “worst case” scenario (i.e., major hurricane during the height of the beach tourist season), as many as 270,000 persons may be evacuating inland over a three-day period. This would result in a very serious traffic control problem in the metropolitan Tidewater area, which is urbanized and has very limited routes of egress. A major hurricane threatening the North Carolina coast may also present serious traffic control problems in the metropolitan Tidewater area. Reference the State EOP, Volume 5: Virginia Hurricane Emergency Response Plan.
- D. A large disaster may destroy portions of the highway system and require traffic to make long detours. For example, during the Flood of June ‘95, several primary roads and

hundreds of secondary roads remained closed for more than a week. VDOT will restore the roadway system in accordance with established priorities. Reference the State EOP, Volume 7: VDOT EOP.

Annex D, Attachment 2  
**CIVIL DISTURBANCE/TERRORISM**

**MISSION**

To set forth procedures for providing state law enforcement personnel and equipment to assist local law enforcement agencies with large-scale evacuations, civil disturbances, or other emergency situations where local law enforcement capabilities are or, threaten to be, overwhelmed.

**ORGANIZATION**

The Department of State Police will provide assistance to local law enforcement agencies as needed to respond to an emergency situation. National Guard assistance is also available, primarily for security missions.

**CONCEPT OF OPERATIONS**

- A. If local law enforcement personnel are unable to cope with an emergency situation, the Governor should be requested, through the State EOC (674-2400), to provide State Police assistance. Simultaneously with the notification of the Governor, the requesting local authority should contact the nearest State Police office. In addition, the ranking local law enforcement officer should notify the Superintendent of State Police, (804) 674-2010. If the Superintendent cannot be reached, the Deputy Superintendent, the Field Supervisor, or the Captain of the appropriate State Police division should be contacted.
- B. If the combined local and State Police forces are unable to contain a civil disturbance or terrorist situation, the Superintendent of State Police, in concert with local authorities, should notify the Governor, through the State EOC, to immediately request that the National Guard be called out. If the Governor determines that National Guard assistance is necessary, he will, through the Adjutant General, designate the units to be called out and specify their assignments.
- C. National Guard assistance will be a complement to, but not a substitute for, civil law enforcement during civil disturbances or terrorist activities. The Virginia National Guard may also be called into active federal service by the President of the United States for an incident that exceeds the full capabilities of local and state government resources.
- D. When the situation is one of life and death, local National Guard unit commanders may respond to emergency mission-type requests received directly from civil authorities within their supported jurisdictions without waiting for higher approval.

- E. Security must be provided for fire service and EMS personnel when they are working in areas subject to hostile actions. In addition, security must be maintained during emergencies for critical or essential facilities such as public shelters, essential communications facilities, hospitals, etc. VSP will follow the procedures outlined in the VSP Tactical Field Force Manual.
- F. If no evidence of security is present in areas affected by the disaster, looting and other criminal activities are likely to occur. All persons suspected or accused of committing criminal acts will be treated in the same manner as would be the case during non-disaster situations. VSP personnel will be guided by the VSP Civil Disturbance Manual and the VSP Disaster Plan, each published separately.

Functional Annex E:  
**HUMAN NEEDS AND SHELTER OPERATIONS**

**MISSION**

A. In time of emergency:

1. Coordinate the provision of sheltering, feeding, emergency first aid, emergency relief supplies and other basic human services provided by state and state-level voluntary agencies.
2. Assist affected localities in the provision of human services.
3. Provide state government assistance with federal repatriation operations.

B. During normal operations:

1. Assist localities to develop and maintain a capability to care for displaced persons in public shelters.
2. Assist localities to develop and maintain a capability to deliver relief supplies and services to disaster victims.
3. Assist localities in preparing to care for the disabled, the elderly, and other special needs populations in time of emergency, primarily by encouraging and facilitating self-sufficiency.
4. Develop and maintain procedures for the state's role in repatriation.

**ORGANIZATION**

- A. The Department of Social Services (DSS) is designated the lead agency for Human Needs and Shelter Operations. The American Red Cross (ARC) assists in the coordination of sheltering and feeding operations, and coordinates the Disaster Welfare Information system to collect, receive and report information about the status of victims and assist with family reunification. State policies and guidance to local governments are developed with the concurrence of DSS, ARC, and VDEM. A Human Needs and Shelter Operations function or coordinating office will be established within the State EOC by DSS and/or VDEM during emergency operations.
- B. Local governments are responsible for providing sheltering and feeding services for persons displaced by emergency situations. Localities are encouraged to develop agreements with the local chapters of the American Red Cross to cooperatively develop the capability to

operate shelters, and to provide feeding and emergency first aid within those shelters. DSS and VDEM coordinate with the ARC Disaster Services Lead Chapter in assisting localities to develop the capability of operating safe and secure public shelters.

- C. Medical care and mental health facilities are responsible for developing and implementing plans to care for their patients if their facilities need to be evacuated. See Annex G.
- D. Local governments will develop plans to provide for animals displaced by emergency situations, including pets and livestock.
- E. State agencies that operate statewide facilities and/or stock food and comfort supplies have support roles in Human Needs and Shelter Operations. Agencies that provide Human Needs and Shelter Operations resources include:

- 1. State Agencies

- a. Department of Agriculture and Consumer Services (VDACS).
- b. Department of Corrections (DOC).
- c. Department of Education (DOE).
- d. Department of General Services (DGS).
- e. Department of Health (VDH).
- f. Department of Mental Health, Mental Retardation and Substance Abuse Services (DMHMRAS).
- g. Department of Military Affairs (DMA).
- h. Department of Social Services (DSS).

- 2. Non-State Agencies

All local, regional and state human services organizations may be requested to assist in the provision of Human Needs and Shelter Operations. The following organizations provide specific disaster-related services:

- a. American Red Cross (ARC).
- b. The Salvation Army (SA).
- c. Virginia Voluntary Organizations Active in Disasters (VVOAD).

All of the major voluntary disaster relief organizations that have active disaster response resources in Virginia are members of the Virginia VOAD (see Attachment 3). The VVOAD has a designated representative in the State EOC during emergency situations to coordinate the provision of resources from the VVOAD member organizations.

## **CONCEPT OF OPERATIONS**

- A. Shelter operations is a local government function to be provided in accordance with local Emergency Operations Plans (EOPs) which assign duties and responsibilities, identify public shelter facilities, and set forth procedures for operating each public shelter. The local Department of Social Services is usually responsible for shelter operations, although these responsibilities are often, by official agreement, delegated to the local Red Cross chapter. Public school buildings are typically used when large public shelters are needed.
- B. Shelter managers must provide a daily status report to the local EOC about operations at their facility. This information is included in the local situation report which must be provided to the State EOC at the end of each day.
- C. An official memorandum of understanding must be consummated between local government and the local chapter of the American Red Cross if the local chapter is to have a primary shelter operations role.
- D. Local government EOPs must provide for the following services at each public shelter: mass feeding, overnight sleeping accommodations, back-up power, augmented communications to include radio backup, a medical aid station, security, traffic control, and fire inspections.
- E. Local shelters should make reasonable accommodations for segments of the population with communication or mobility limitations (deaf, blind, non-English speaking, wheelchair-bound). People who need skilled medical care should be cared for in facilities through arrangements made by their medical caretakers.
- F. The American Red Cross is authorized by Congress to provide shelter to disaster victims as part of a broad program of disaster relief. Under agreement with state and local governments, the American Red Cross can provide Human Needs and Shelter Operations support. The efforts of local government and local social service agencies to provide Human Needs and Shelter Operations should, to the maximum extent possible, be in cooperation and coordination with local chapters of the American Red Cross. This will allow local government to maintain legal overall responsibility while having the resources of the American Red Cross to assist with staffing and shelter operations-related costs.
- G. Training will be provided for shelter managers and other personnel through the American Red Cross. The Department of Social Services and the American Red Cross will work with

local governments to develop plans and procedures and to provide periodic tests and exercises as needed to maintain the capability to operate public shelters. The State Department of Social Services will work with local departments to ensure that adequate facilities and resources are predesignated, the needs of the handicapped and elderly are considered, and that the public is adequately informed. They will need to know where shelters are located and what personal items to bring.

- H. In the event of an emergency that requires sheltering of citizens, the Department of Social Services, in conjunction with the American Red Cross, will coordinate with local government, local social services agencies, and Red Cross chapters to ensure that adequate shelters are opened. The Department of Social Services and the American Red Cross will work with their local counterparts to ensure that food, clothing, and shelter are provided.
- I. The Department of Social Services, in conjunction with the American Red Cross, will provide information on the number and location of shelters opened and the numbers of evacuees. Shelter information for evacuees will be provided to the media through the State PIO. The Department of Social Services and the American Red Cross will establish and maintain liaison with the State EOC before and during an emergency and provide representation to the State EOC if requested. If other state assistance is needed for shelter operations, the Department of Social Services will coordinate that assistance through the State EOC.
- J. The State EOC will notify the Department of Social Services (DSS) designee when sheltering operations have been initiated in any locality. If there is advance warning (as in an approaching hurricane) the notification will be prior to the initiation of shelter operations. The DSS designee assumes responsibility for coordinating Human Needs and Shelter Operations assistance provided by the state. The American Red Cross designee is also notified and coordinates appropriate response.
- K. Localities will request assistance and the Human Needs and Shelter Operations staff in the State EOC will identify and locate the resources to meet the need.
- L. Human Needs and Shelter Operations staff will coordinate the delivery of the resources through the appropriate state or federal emergency support services.
- M. Human Needs and Shelter Operations staff will collect and compile information for reports as needed. Information will include data on sheltering and feeding, and staff resources.
- N. Human Needs and Shelter Operations staff will coordinate with all support agencies and organizations to provide the resources needed in the affected localities. As tasked below, the Human Needs and Shelter Operations support agencies and organizations will provide resources and expertise as needed:

- 2. Safe and secure shelter facilities
  - a. DSS

- b. ARC
  - c. DGS
  - d. DOE
  - e. DMHMRSAS
  - f. VVOAD
- 3. Comfort supplies in shelters (blankets, cots, etc.)
  - a. ARC
  - b. DOC
  - c. DGS
  - d. DMA
  - e. VVOAD
- 4. Meals in shelters
  - a. ARC
  - b. VDACS
  - c. VVOAD
  - d. DOC
  - e. DMA
- 5. Emergency medical services in shelters
  - a. ARC
  - b. VDH
  - c. DMHMRSAS
- 6. Welfare Information Services
  - a. ARC
- 7. Meals for disaster workers and victims in the field
  - a. VDACS
  - b. ARC
  - c. SA
  - d. VVOAD
  - e. DMA
- 7. Immediate Disaster Relief Supplies (clothes, hygiene items, etc.)
  - a. ARC
  - b. DOC
  - c. SA
  - d. VVOAD
- 8. Bulk distribution of food, water, ice and other necessities
  - a. ARC
  - b. VDACS
  - c. VVOAD

d. DMA

## **ACTION CHECKLIST - HUMAN NEEDS AND SHELTER OPERATIONS**

### **1. Routine Operations**

- a. Develop and maintain support agreements with disaster relief organizations - primarily the American Red Cross, the Salvation Army and the Virginia Voluntary Organizations Active in Disasters (VVOAD).
- b. Coordinate among the state-level agencies (Department of Social Services, American Red Cross, Department of Emergency Management) to develop guidance for local emergency managers, social services agencies and chapters of the American Red Cross on Human Needs and Shelter Operations.
- c. Assist local governments and local chapters of the American Red Cross in developing plans for Human Needs and Shelter Operations and assure that adequate facilities and resources are identified. Encourage local governments to develop plans for sheltering travelers as well as their own residents.
- d. Encourage local governments to develop plans to address the needs of animals, both pets and livestock.
- e. Assure that local Human Needs and Shelter Operations plans address the needs of all segments of the population, including those with communication or mobility limitations (deaf, blind, non-English speaking, wheelchair-bound) and those with medical needs or power-dependencies.
- f. Assist local governments and local chapters of the American Red Cross in providing training in shelter operations and Human Needs and Shelter Operations organization.
- g. Assure that Human Needs and Shelter Operations components are included in local, regional and statewide exercises to assist with the development of local and state Human Needs and Shelter Operations capability.
- h. Assist with the development of mutual aid and regional cooperative agreements that increase Human Needs and Shelter Operations capabilities.

### **2. Increased Readiness**

A natural or man-made disaster is threatening some part of the state.

#### **a. Communication Watch Level**

- (1) State EOC sends all situation reports, weather briefings and other communiqués to the Department of Social Services designee and the American Red Cross designee.

- (2) EOC Human Services Coordinator communicates with designated personnel at DSS and ARC to confirm availability for response.

b. Initial Alert Level

- (1) Review emergency plans and procedures and update if necessary.
- (2) Test data systems and communications equipment and update if necessary.
- (3) Alert personnel in DSS and ARC and coordinate activities and information for State EOC and field sites.
- (4) Establish and maintain liaison among the State EOC Human Services Coordinator, DSS and ARC. Report to State EOC if requested.

c. Advanced Alert Level

- (1) Anticipate development of situation. (i.e. movement of hurricane, drift of toxic cloud, approach of darkness, etc.) and prepare plans and procedures.
- (2) Prepare to provide emergency information to the public through the State PIO to meet the anticipated event.
- (3) Alert potential "host" localities of possible evacuation of threatened sites. Offer assistance in preparing for host sheltering.
- (4) Coordinate with evacuation support services in the State EOC to prepare for evacuation and Human Needs and Shelter Operations for evacuated populations. (i.e. transportation, law enforcement, communication, public information, etc.)

3. **Response Operations**

a. Mobilization Phase

Conditions continue to worsen requiring full-scale mitigation and preparedness activities.

- (1) Provide emergency information on sheltering to the public.
- (2) Notify potential "host" localities of decisions made in the affected localities, including the timing of evacuation orders and/or current traffic information.
- (3) Alert evacuation support agencies of host shelter planning.
- (4) Alert affected localities of host shelter readiness.

b. Emergency Phase

Disaster is imminent or has struck. An emergency response is required to save lives and protect property.

- (1) Monitor the status of sheltering in threatened localities. Compile Human Needs and Shelter Operations information as needed to provide situation reports to State EOC.
- (2) Respond to requests for assistance from localities as appropriate.
- (3) Provide continuous information about evacuating populations to host localities. Respond to requests for assistance from host localities as appropriate.
- (4) Monitor the status of sheltering in host localities. Compile Human Needs and Shelter Operations information as needed to provide situation reports to State EOC.
- (5) Anticipate needs. Plan to provide assistance for the duration of sheltering operation. Plan State EOC staffing, notification of resource agencies, development of a recovery plan.

c. Emergency Relief Phase

Preliminary damage assessment surveys are conducted. Assistance is provided to affected individuals and communities. Temporary Human Needs and Shelter Operations measures, such as tent cities, potable water trucks, meal-serving stations, distribution centers for bulk food and essential items, may be implemented. This phase may continue for several weeks. It ends when the locality is no longer in an official state of emergency.

- (1) Continue to support Human Needs and Shelter Operations operations in affected localities.
- (2) Determine damage to residential structures. Identify uninhabitable areas. Determine damage to access routes to habitable areas. Estimate number of people who will need temporary housing and meals and determine the capacity of the affected community to meet those needs.
- (3) If continued Human Needs and Shelter Operations is needed, determine where post-disaster shelters or large-scale housing units (tent cities) will operate. Determine resources needed.

- (4) Notify hosts whether continued Human Needs and Shelter Operations will be needed in their localities (based on damage assessment, road conditions and re-entry procedures.)
- (5) Coordinate with voluntary immediate relief agencies (ARC, SA, VVOAD) to determine their assessment of damage and their planning for implementation of relief operations.
- (6) Expand Human Needs and Shelter Operations operations as needed. Anticipate needs at 24 hour intervals.
- (7) Continue to support Human Needs and Shelter Operations operations throughout the emergency relief phase.

#### 4. **Recovery Operations**

Essential facilities and services are restored. Displaced persons return to their homes. Federal disaster assistance programs are implemented. "Normal" conditions are restored. Severely damaged structures are rebuilt or demolished and replaced. The damaged parts of the transportation, water, and communications infrastructure are replaced. The economy is restored. The duration of this period may extend for two years or more, depending upon the severity of the disaster.

- a. Continue to support Human Needs and Shelter Operations operations as long as the need exists.
- b. Coordinate with the federal response team in the implementation of federal disaster assistance programs that provide temporary housing, provide food, water and other essentials, and replace basic personal and housing items.
- c. Participate in the recovery effort as indicated in State EOP, Volume II, State Disaster Recovery Plan.
- d. Coordinate an evaluation of Human Needs and Shelter Operations plans and procedures; involve all organizations that participated in the response and relief operations; revise plans and procedures as needed.

Annex E, Attachment 1  
**SHELTER OPERATIONS**

**MISSION**

To provide short-term emergency housing for groups of people affected or threatened by an impending disaster who are unable to remain in their homes during a disaster or are unable to find alternate housing after a disaster occurs. This emergency housing will be identified in pre-disaster designated shelter sites in existing structures, temporary shelters, and similar facilities outside the disaster area should evacuation be necessary,

**Organization**

- A. The Department of Social Services (DSS) is designated the lead agency for Shelter Operations. The American Red Cross assists in the coordination of sheltering and feeding operations, and coordinates the Disaster Welfare Information system to collect, receive and report information about the status of victims and assist with family reunification. A Shelter Operations function will be established within the State EOC by DSS and/or VDEM during emergency operations.
- B. Local governments are responsible for providing sheltering and feeding services for persons displaced by emergency situations. Localities are encouraged to develop agreements with the local chapters of the American Red Cross to cooperatively develop the capability to operate shelters, and provide feeding and emergency first aid within those shelters. DSS and VDEM coordinate with ARC Disaster Services Lead Chapter in assisting localities to develop the capability of operating safe and secure public shelters.
- C. Medical care and mental health facilities are responsible for developing and implementing plans to shelter their patients if their facilities need to be evacuated.
- D. Local governments will develop plans to provide for animals displaced by emergency situations, including pets and livestock.
- E. State agencies that operate statewide facilities and/or stock food and comfort supplies have support roles in shelter operations. (Agencies that provide shelter operations resources are listed on E-2.)
- F. All local, regional and state human services organizations may be requested to assist in the provision of Shelter Operations. (Organizations that provide specific disaster-related services are listed on E-2.)

**CONCEPT OF OPERATIONS**

- A. Shelter operations is a local government function to be provided in accordance with local Emergency Operations Plans (EOPs) which assign duties and responsibilities, identify public shelter facilities, and set forth procedures for operating each public shelter. The local Department of Social Services is usually responsible for shelter operations, although these responsibilities are often, by official agreement, delegated to the local Red Cross chapter. Public school buildings are typically used when large public shelters are needed.
- B. Shelter operational methods can be described in three patterns:
  - 1. Combined Operation in which local government and the American Red Cross form a partnership;
  - 2. An American Red Cross Only Operation based upon complete ARC operations with minimal support of local government; or
  - 3. A Local Government Only Operation based upon complete local government operations.
- C. Shelter managers must provide a daily status report to the local EOC about operations at their facility. This information is included in the local situation report which must be provided to the State EOC each day.
- D. An official memorandum of understanding must be consummated between local government and the local chapter of the American Red Cross if the local chapter is to have a primary shelter operations role.
- E. Local government EOPs must provide for mass feeding, overnight sleeping accommodations, back-up power, augmented communications to include radio backup, a medical aid station, security, traffic control and fire inspections.
- F. Local shelters should make reasonable accommodations for segments of the population with communication or mobility limitations (deaf, blind, non-English speaking, wheelchair bound). People who need skilled medical care should be cared for in facilities through arrangements made by their medical caretakers.
- G. The American Red Cross is authorized by Congress to provide shelter to disaster victims as part of a broad program of disaster relief. Under agreement with state and local governments the American Red Cross can provide Shelter Operations support. Local government and social services agencies should provide shelter operations in cooperation and coordination with local chapters of the American Red Cross. This allows local government to maintain legal overall responsibility for the shelter while having resources of the American Red Cross to assist with staffing and shelter operations-related costs.

- H. Training will be provided for shelter managers and other personnel through the American Red Cross. The Department of Social Services and the American Red Cross will work with local governments to develop plans and procedures and to provide periodic exercises as needed to maintain the capability to operate public shelters. The State Department of Social Services will work with local departments to ensure that adequate facilities and resources are predesignated, the needs of the physically challenged and elderly are considered, and the public is adequately informed as to the location of shelters and personal supplies to bring.
- I. The Department of Social Services in conjunction with the American Red Cross, will coordinate with local government, local social services agencies, and local Red Cross chapters to ensure that adequate shelters are opened when needed. The Department of Social Services and the American Red Cross will work with their local counterparts to ensure that shelters are provided with adequate food, clothing and space when opened.
- J. The Department of Social Services, in conjunction with the American Red Cross, will provide information on the number and location of shelters opened and the numbers of evacuees. Shelter information for evacuees will be provided to the media through the State Public Affairs Officer (PAO). The Department of Social Services and the American Red Cross will establish and maintain liaison with the State EOC before and during an emergency and provide representation to the State EOC if requested. When/if other state assistance is needed for shelter operations, the Department of Social Services will coordinate the assistance through the State EOC.
- K. The State EOC will notify the Department of Social Services (DSS) designee when sheltering operations have been initiated in any locality. If there is advance warning (as in an approaching hurricane) the notification will be prior to the initiation of shelter operations. The DSS designee assumes responsibility for coordinating Shelter Operation assistance provided by the state. The American Red Cross designee is also notified and coordinates appropriate response.
- L. Localities will request assistance and Human Needs and Shelter Operations staff in the State EOC will identify and locate resources to meet the need.
- M. Shelter Operations and Human Needs staff will coordinate the delivery of the resources through the appropriate state and federal emergency support services.
- N. Shelter Operations and Human Needs staff will collect and compile information for reports as needed. Information will include data on sheltering and feeding and staff resources.
- O. Shelter Operations and Human Needs staff will coordinate with all support agencies and organizations to provide the resources needed in the affected localities. (See support agencies and their assigned tasks on E-4 through E-6).

**ACTION CHECKLIST – SHELTER OPERATIONS**

1. **Routine Operations**

- a. Develop and maintain support agreements with disaster relief organizations- primarily the American Red Cross, the Salvation Army and the Virginia Organizations Active in Disasters (VVOAD).
- b. Coordinate among the state-level agencies (Department of Social Services, American Red Cross, Department of Emergency Management) to develop guidance for local emergency managers, social services agencies and chapters of the American Red Cross on Shelter and Human Needs Operations.
- c. Assist local governments and local chapters of the American Red Cross in developing plans for Shelter Operations and Human Needs and assure that adequate facilities and resources are identified. Encourage local governments to develop plans for sheltering travelers as well as their own residents.
- d. Encourage local governments to develop plans to address the needs of animals, both pets and livestock.
- e. Assure that local Shelter Operations and Human Needs plans address the needs of all segments of the population, including those with communication or mobility limitations (deaf, blind, non-English speaking, wheelchair-bound) and those with medical needs or conditions that require power to be managed.
- f. Assist local governments and local chapters of the American Red Cross in providing training in shelter operations and Shelter Operations organizations.
- g. Assure that Shelter Operations and Human Needs components are included in local, regional and statewide exercises to assist with the development of local and state Shelter Operations and Human Needs capability.
- h. Assist with the development of mutual aid and regional cooperative agreements that increase Human Needs and Shelter Operations capabilities.

2. **Increased Readiness**

A natural or man-made disaster is threatening some part of the state

a. **Communication Watch Level**

- (1) State EOC sends all situation reports, weather briefings and other communiqués to the Department of Social Services designee and the American Red Cross designee.

- (2) EOC Human Services Coordinator communicates with designated personnel at DSS and ARC to confirm availability for response.

b. Initial Alert Level

- (1) Review emergency plans and procedures and update if necessary.
- (2) Test data systems and communications equipment and update if necessary.
- (3) Alert personnel in DSS and ARC and coordinate activities and information for State EOC and field sites.
- (4) Establish and maintain liaison among the State EOC Human Services Coordinator, DSS and ARC. Report to State EOC if requested.

c. Advanced Alert Level

- (1) Anticipate development of situation. (ie. movement of hurricane, drift of toxic cloud, approach of darkness, etc.) and prepare plans and procedures.
- (2) Prepare to provide emergency information to the public through the State PAO to meet the anticipated event.
- (3) Alert potential “host” localities of possible evacuation of threatened sites. Offer assistance in preparing for host sheltering.
- (4) Coordinate with evacuation support services in the state EOC to prepare for evacuation and Shelter Operations and Human Needs for evacuated populations. (i.e. transportation, law enforcement, communication, public information, etc.)

3. Response Operations

a. Mobilization Phase

Conditions continue to worsen requiring full-scale mitigation and preparedness activities.

- (1) Provide emergency information on sheltering to the public.
- (2) Notify potential “host” localities of decisions made in the affected localities, including the timing of evacuation orders and/or current traffic information.
- (3) Alert evacuation support agencies of host shelter planning.

- (4) Alert affected localities of host shelter readiness.

b. Emergency Phase

Disaster is imminent or struck. An emergency response is required to save lives and protect property.

- (1) Monitor the status of sheltering in threatened localities. Compile Shelter Operations and Human Needs information as needed to provide situation reports to State EOC.
- (2) Respond to requests for assistance from localities as appropriate.
- (3) Provide continuous information about evacuating populations to host localities. Respond to requests for assistance from host localities as appropriate.
- (4) Monitor the status of sheltering in host localities. Compile Shelter Operations and Human Needs information as needed to provide situation reports to State EOC.
- (5) Anticipate needs. Plan to provide assistance for the duration of sheltering operation. Plan State EOC staffing, notification or resource agencies, development of a recovery plan.

c. Emergency Relief Phase

Preliminary damage assessment surveys are conducted. Assistance is provided to affected individuals and communities. Temporary Shelter Operations and Human Needs measures, such as tent cities, potable water trucks, meal-serving stations, distribution centers for bulk food and essential items, may be implemented. This phase may continue for several weeks. It ends when the locality is no longer in an official state of emergency.

- (1) Continue to support Shelter Operations and Human Needs Operations in affected localities.
- (2) Determine damage to residential structures. Identify uninhabitable areas. Determine damage to access routes to habitable areas. Estimate number of people who will need temporary housing and meals and determine the capacity of the affected community to meet those needs.
- (3) If continued Shelter Operations and Human Needs Operations is needed, determine where post-disaster shelters or large-scale housing units (tent cities) will operate. Determine resources needed.

- (4) Notify hosts whether continued Human Needs and Shelter Operations will be needed in their localities (based on damage assessment, road conditions and re-entry procedures.)
- (5) Coordinate with voluntary agencies that provide immediate relief services (ARC, SA, VVOAD) to determine their assessment of damage and their planning for implementation of relief operations.
- (6) Expand Shelter Operations and Human Needs operations as needed. Anticipate needs at 24 hour intervals.
- (7) Continue to support Shelter Operations and Human Needs operations throughout the emergency relief phase.

#### 4. **Recovery Operations**

Essential facilities and services are restored. Displaced person return to their homes or temporary housing established while their homes are being repaired or rebuilt. Federal disaster assistance programs are implemented. “Normal” conditions are restored. Severely damaged structures are rebuilt or demolished and replaced. The damaged parts of the transportation, water, and communications infrastructure are replaced. The economy is restored. The duration of this period may extend for two years or more, depending upon the severity of the disaster.

- a. Continue to support Shelter Operations and Human Needs Operations as long as the need exists.
- b. Coordinate with federal response team in the implementation of federal disaster assistance programs that provide temporary housing, provide food, water and other essentials, and replace basic personal and housing items.
- c. Participate in the recovery effort as indicated in State EOP, Volume II, State Disaster Recovery Plan
- d. Coordinate an evaluation of Shelter Operations and Human Needs Operations plans and procedures; involve all organizations that participated in the response and relief operations; revise plans and procedures as needed.

Annex E, Attachment 2  
**SPECIAL NEEDS POPULATION**

Public shelters are made available to accommodate basic sheltering of persons in times of emergency or disaster situations. Public shelters, for this reason, are not equipped to provide services to special needs populations.

Persons with health or medical issues should be assisted by a medical caretaker. The Health Department should be made aware of special needs populations within the jurisdiction served prior to an emergency.

Animals, including house pets, cannot be accommodated at public shelters.

Annex E, Attachment 3  
**AMERICAN RED CROSS**

Contact: Linda Hughes, ARC Southeastern VA Chapter 757-446-7794

## **MISSION**

To define the role and responsibilities of the American National Red Cross in disaster in Virginia.

## **ORGANIZATION**

- A. The American Red Cross disaster management system is described in the Virginia/DC Disaster Response Plan (2000). American Red Cross in Virginia has three levels of disaster response resources: the local chapter, the Zone Coordinators, and the State Lead Disaster Chapter. The plan describes the relationships among these levels and between the state and the National organization. Oversight of ARC disaster management in Virginia is provided by the State Disaster Committee, consisting of two representatives from each zone and from the State Lead Chapter.
- B. Local chapters provide the immediate response to disasters within their jurisdiction with local resources. Each local chapter is responsible for developing a disaster response plan and procedures. The local chapters are responsible for coordinating with local governments within their jurisdictions. Agreements developed with local governments are signed by the chapter representatives. Local chapters are responsible for providing a liaison to local government's Emergency Operation Center (EOC) or Incident Command Post.
- C. There are six zones in Virginia (see Tab A). Each zone has two Zone Coordinators who are responsible for planning, preparedness and response activities in their zones. Chapters that have been impacted by disaster will contact their Zone Coordinator who will determine if the zone has sufficient resources to support the impacted chapter. If not, the State Lead is called for support.
- D. The State Lead Chapter for disaster services coordinates response activities in Virginia to support chapters and zones . The State Lead Chapter, at the request of the Zone Coordinator, will dispatch available resources to impacted chapters or zones . When resources are not sufficient, the State Lead Chapter will request support from National Headquarters.
- E. The State Lead Chapter is the primary contact for the Department of Emergency Management and the Department of Social Services. The chapter will designate a liaison at the State EOC. This chapter will also coordinated with federal response efforts in Virginia. The State Lead Chapter for disaster services is the Southeastern VA Chapter that services Norfolk and Virginia Beach.

## **CONCEPT OF OPERATIONS**

- A. The American National Red Cross, by statute and agreements, is charged with the responsibility of helping meet the human needs of disaster victims. The type and extent of the disaster will determine the degree of Red Cross involvement.
- B. In extending assistance, the Red Cross will cooperate with and coordinate its activities with all agencies, public and private, at the local, state and national level whose activities are directed toward the alleviation of disaster-caused suffering and needs.
- C. At the federal level, the American Red Cross is designated the lead agency in providing Mass Care (Emergency Support Function #6) under the Federal Response Plan. The Commonwealth has designated the Department of Social Services as the lead agency for Mass Care with close coordination with the American Red Cross.
- D. The American Red Cross will provide disaster assistance in accordance with the Statements of Understanding between the Commonwealth of Virginia and the American National Red Cross (see Tab B) and local governments and local chapters of the American Red Cross.
- E. When there is no government disaster declaration, the Red Cross will provide additional assistance in meeting additional disaster-caused needs that are beyond the resources of the family. Recovery assistance is designed to bridge the gap between what the family is able to accomplish for itself and what it actually needs to resume normal family life in the home and community. Disaster-caused need, not loss, is the basis upon which assistance is afforded.
- F. When the President makes a major disaster declaration, the Federal Emergency Management Agency will implement PL 93-288 and families may be eligible for immediate recovery assistance through existing agencies, such as the Small Business Administration (SBA), Federal Housing Administration (FHA), Department of Health and Human Services (DHHS), etc. In this instance, the Red Cross will assist federal and state disaster relief coordinators in the establishment and operation of disaster assistance programs.

## **REFERENCES**

- A. U. S. Public Law 4, 58th Congress, January 5, 1905
- B. The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended.
- C. Statement of Understanding between the Federal Emergency Management Agency and the American National Red Cross, January 22, 1982.

- D. Statement of Understanding between the Commonwealth of Virginia and the American Red Cross, June 1996.

Approved by VA/DC State Service Council 3/30/93

Annex E, Attachment 3, Tab B  
**STATEMENT OF UNDERSTANDING  
BETWEEN THE COMMONWEALTH OF VIRGINIA  
AND THE NATIONAL AMERICAN RED CROSS**

**(To Be Added)**

Annex E, Attachment 4  
**VIRGINIA VOLUNTARY ORGANIZATIONS  
ACTIVE IN DISASTER (VVOAD)**

**MISSION**

To provide a liaison with the voluntary organizations that provide disaster services in Virginia, so that their capabilities and resources will be effectively coordinated with other local, state and federal agencies to meet the needs of disaster victims.

**ORGANIZATION**

- A. The Virginia Voluntary Organizations Active in Disaster (VVOAD) is an organization whose purpose is to coordinate the interaction between voluntary disaster relief agencies and government disaster response activities in accordance with the local, state and federal disaster response plans. The VVOAD is an affiliate of the National Voluntary Organizations Active in Disaster (NVOAD).
- B. Member organizations of the VVOAD include the major organizations that have resources, developed plans and implemented preparatory actions to provide assistance in disasters that occur in Virginia. (see Tab A) The capabilities of these organizations include sheltering, mobile and fixed feeding, repair and reconstruction of homes, clean-up, counseling, storage and distribution of bulk food, clothing and household goods, child care, and many other services. They are frequently called on by their parent organizations to respond to disasters in neighboring states, and often provide funding and relief supplies for disaster victims worldwide.

**CONCEPT OF OPERATIONS**

- A. During Normal Operations, the VVOAD will participate in statewide exercises to assist in the development of local and state disaster response capabilities.
- B. The VVOAD will receive all situation reports, weather briefings, notifications and alerts that are distributed by the State EOC to state agencies.
- C. During the Initial Alert Level, the VVOAD contact designates a liaison to continue communication with the State EOC during the readiness phase and report to the State EOC if necessary.
- D. Each member organization maintains contact persons and resource lists to respond to requests from the liaison at the State EOC. Each member organization coordinates the response of its services and provides status reports to the liaison at the State EOC.
- E. The VVOAD functions in the State EOC as part of the Human Services Branch and

works closely with the Mass Care and Food support functions.

- F. The VVOAD liaison will link member organizations with local emergency managers, local voluntary agencies, and state and federal agencies that are providing assistance in the affected areas.
- G. The VVOAD liaison will coordinate with other support functions in the State EOC to provide assistance to member organizations (i.e. transportation, communication resources, information on road conditions, etc.)
- H. The VVOAD will collect, compile and report information on the status of activities and resources of VVOAD member organizations in accordance with State EOC requirements.
- I. When there is no government disaster declaration, the VVOAD will continue to assist member organizations that provide additional assistance in meeting disaster-caused needs that are beyond the resources of the individual disaster victims.
- J. When the President declares a major disaster and the Federal Emergency Management Agency implements a range of assistance programs available to individuals and families, the VVOAD will continue its liaison role with member organizations active in the disaster area.
- K. When the response and recovery phases of the disaster operation are completed, VVOAD will participate in evaluation procedures initiated by the Department of Emergency Services.

Annex E, Attachment 4, Tab A  
**VIRGINIA VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER  
(VVOAD)**

**MEMBER ORGANIZATIONS**

- Adventist Community Services
- American Red Cross
- Baptist General Association of Virginia
- Catholic Diocese of Arlington
- Catholic Diocese of Richmond
- Christian Church, Disciples of Christ
- Church of Jesus Christ of Latter Day Saints
- Church of the Brethren
- Church World Service
- Episcopal Church
- Evangelical Lutheran Church in America
- Federation of Virginia Foodbanks
- Friends Disaster Services
- Humane Society of the United States
- Jewish Community Federation
- Lions Club of Virginia
- Mennonite Disaster Service
- Operation Blessing International
- Presbyterian Church, USA
- Psychiatric Society of Virginia
- The Salvation Army
- Southern Baptist Conservatives of Virginia
- United Church of Christ
- United Methodist
- United States Air Force Auxiliary
- United States Service Command
- United Way of Virginia
- Virginia Council of Churches
- Virginia Department of Emergency Management
- Virginia Disaster Recovery Taskforce
- Virginia Jaycees
- Virginia Office of Volunteerism

Annex E, Attachment 5  
**SALVATION ARMY SUPPORT**

**MISSION**

To describe the capabilities of the Salvation Army, a nationwide religious and charitable organization, to provide comprehensive emergency services within its capability, to include individual and mass feeding, emergency shelter, voluntary manpower, fuel, funds, and personal services during disasters.

**ORGANIZATION**

The Salvation Army, a volunteer organization, works closely with the Department of Emergency Services and the Department of Social Services during disasters. The organization of the Salvation Army in Virginia is shown in Tab A.

**CONCEPT OF OPERATIONS**

- A. The Salvation Army emergency service organization is diversified, immediately available, and functions with extreme mobility and adaptability.
- B. The Salvation Army has self-contained, radio-equipped mobile canteens, trucks, station wagons and vans, and a limited radio communications system to expedite relief assistance.
- C. The Salvation Army has personnel qualified to recruit, organize, and direct volunteers for emergency disaster relief.
- D. The Salvation Army rehabilitation and recovery assistance, within available resources, includes:
  - 1. Assistance to bridge the gap between what the family is able to provide for itself and what it actually needs to resume normal family life in the home and community. Disaster-caused need, not loss, is the basis upon which assistance is afforded.
  - 2. Provision of assistance following an evaluation of needs and resources available, to include:
    - a. Food, clothing, and other maintenance until the family income is restored or other regular benefits are obtainable in the community.
    - b. Purchase of basic household furnishings essential to family living.
    - c. Mass feeding.

- d. Shelter.
- 3. Trained personnel for:
  - a. Administration and supervision of disaster relief operations.
  - b. Survey of disaster damage.
  - c. Crisis counseling.
  - d. Advice on repair or replacement of damaged housing.
  - e. Disaster casework.
  - f. Personal and other related services.
- E. The Salvation Army operates on a self-sustaining basis and assumes all administrative and financial responsibility in providing disaster assistance.
- F. The Salvation Army does not give these services competitively nor with any thought of displacing other organizations. It does not consider its resources and personnel adequate for the major task of long-term rehabilitation following a major disaster.

Annex E, Attachment 5, Tab A  
**REGIONAL CONTACTS**

The Salvation Army  
Divisional Headquarters 503 E Street,  
NW Washington, DC 20001  
Area 4

(202) 783-9085  
Divisional Commander (1)  
Divisional Secretary (2)  
Disaster Services Coordinator (3)

The Salvation Army  
Tidewater Area Command  
Norfolk, VA  
Area 1

(804) 622-7275  
Officer in Charge  
Zone 1

The Salvation Army  
1033 Big Bethel Road  
Hampton, VA 23666  
Area 1

(804) 838-1443  
Officer in Charge  
Zone 2

The Salvation Army  
Metropolitan Area Command  
2 Grace Street  
Richmond, VA 23220

Area 2  
(804) 225-7470  
Officer in Charge  
Zone 1

The Salvation Army  
207 Ridge Street  
Charlottesville, VA 22901

Area 2  
(804) 295-4058  
Officer in Charge

The Salvation Army  
724 Dale Avenue, SE  
Roanoke, VA 24013 Area 3

(703) 343-5335  
Officer in Charge

The Salvation Army  
17 E. Johnson Street  
Harrisonburg, VA 22801  
Area 3

(703) 434-4854  
Officer in Charge  
Zone 3

Annex E, Attachment 6  
**VIRGINIA DEPARTMENT OF SOCIAL SERVICES**  
**EMERGENCY MASS REPATRIATION PLAN**  
**(November 2001)**

I. PURPOSE

- A. To provide emergency guidelines for mass movement of non-combatant U.S. evacuees to the continental United States. Guidelines for U.S. citizens returning at times other than mass movement are in the Temporary Assistance for Needy Families manual.
- B. To provide the organization and guidance for the emergency processing of repatriated United States (U.S.) citizens entering the country through the Commonwealth of Virginia who may need assistance.
- C. To define the responsibilities of State and local departments and agencies, and to outline the working relationships among federal, State and private/volunteer organizations.

II. SITUATION

- A. Large numbers of United States citizens live, work, or travel in foreign countries. The U.S. Department of State is responsible for their evacuation, protection and care. Situations such as political unrest, increasing international tensions or a widespread natural or technological disaster require the immediate evacuation of these citizens to the United States with little or no preparation time.
- B. They may arrive at ports of entry in need of financial aid, clothing, medical assistance, temporary housing or assistance in obtaining transportation.
- C. The arrival of large numbers of repatriates needing assistance will exceed Federal capability to provide such assistance. While the Federal government is responsible for planning and implementing repatriation, State government is relied upon to provide the operational structures for the reception, temporary care and onward transportation for the evacuees.
- D. Dulles Airport, Langley Airforce Base, and Norfolk Naval Air Station are ports of entry in Virginia for repatriates. While these three serve as the primary ports of entry, Virginia has several other airports that could be used as identified in Attachment 1. Local department of social services (LDSS) located in the port of entry will have responsibility for securing space for the Emergency Processing Center (EPC).

### III. ASSUMPTIONS

- A. An evacuation of non-combatants from a foreign country may occur either under a Presidential Declaration of emergency or under non-emergency conditions.
- B. The President of the United States may order Americans overseas to repatriate.
- C. During a large-scale repatriation effort, military forces may be on alert or active duty status. Therefore, the use of military personnel and resources may not be dedicated to civilian repatriation activities.
- D. Activation of the National Repatriation Plan will precede and support activation of the State Repatriation Plan.
- E. The Emergency Processing Center (EPC) will be adequately equipped and staffed by local department of social services.
- F. Operations may be carried out on a 24-hour basis. Planning should include accommodations for groups of 300 or more as well as groups of 50 or less.

### IV. CONCEPT OF OPERATIONS

- A. The U.S. Department of State will order and arrange for the evacuation and repatriation of U.S. citizens from overseas to designated United States ports of entry. Repatriated U.S. citizens and dependents in need of assistance are entitled to and shall be given temporary assistance for medical, housing, financial aid, counseling, transportation and other human services.
- B. The State Coordinator for repatriation is the Virginia Department of Social Services (VDSS), as appointed by the Governor, and is responsible for the overall coordination of state and local support. Local departments of social services are the lead operational and administrative agencies for repatriation, and provide the personnel and equipment, in conjunction with Regional Directors at the EPC.
- C. The U.S. Department of Health and Human Services will notify the Governor and the Virginia Department of Emergency Management (VDEM) of National Repatriation Plan implementation and the arrival of repatriates at a port of entry in Virginia. Federal notification can come as early as one week or as late as 24 hours before repatriate arrival. Notification should include potential numbers of repatriates, beginning date of arrivals and an estimated length of repatriation operations.
- D. The Emergency Processing Center (EPC) will have capacity enough for evacuee briefings and individual processing. It should have large group restroom facilities, access to mass feeding facilities and telephones and be in close

proximity to temporary housing. Smaller areas should also be available for child care/recreation and crisis counseling.

- E. Media inquiries will be directed to the designated state Public Information Officer (PIO) who will coordinate releases with the federal PIO to ensure a consistent voice at all levels of government. Media access to repatriates will be restricted during their processing.

## V. RESPONSIBILITY AND PROCESS

### A. General

1. Virginia Department of Social Services (VDSS) is the State coordinating agency for repatriation operations. Local departments of social services have lead operational responsibility for Virginia's repatriation process, supported by other local agencies as necessary. Support from other state agencies will be requested through the Virginia Department of Emergency Management (VDEM) as specified by the Commissioner of VDSS or his/her designee. Support from other local agencies and volunteer or community organizations will be requested through the Director of the local agency or his designee.
2. Federal Executive Order 11490, as amended, assigns responsibility for arranging evacuee reception, temporary care and onward transportation to the U.S. Department of Health and Human Services/Administration for Children and Families. Other Federal agencies assigned supporting entities include the Federal Emergency Management Agency, Public Health Service, Department of Treasury, Department of Justice, Department of Transportation, Department of Housing and Urban Development, Department of Agriculture and the U.S. Immigration and Naturalization Service (Attachment 2).
3. Federal agencies' tasks assigned in the National Repatriation Plan are related to those which they perform on a routine basis, differentiated only by a large volume of processee's. Each evacuee arriving in the continental United States must undergo the appropriate border clearance process prior to entry. All federal processing, i.e., identifying quarantinable diseases and issuing clearances should be accomplished prior to repatriate arrival at the Emergency Processing Center.

### B. State Responsibility

1. The U.S. Department of Health and Human Services will notify the Governor and the Virginia Department of Emergency Management (VDEM) of National Repatriation Plan implementation and the arrival of repatriates at a port of entry in Virginia. Federal notification can come as early as one week or as late as 24 hours before repatriate arrival.

Notification should include potential numbers of repatriates, ages, special medical needs, beginning date of arrivals and an estimated length of repatriation operations.

2. Virginia Department of Emergency Management (VDEM), using the Emergency Operations Center contact list, will notify the Virginia Department of Social Services and the Emergency management contact in the identified port of entry when notified by Health and Human Services (HHS) of an impending evacuation.
3. The Commissioner of the Virginia Department of Social Services (VDSS) or his/her designee will notify the affected regional and the local agency director (Attachment 3) of the date, time, number of evacuees and any available information on special needs and conditions.
4. Upon accessing evacuee information from federal government, VDSS will notify VDEM (804) 674-2400 as to which state agencies listed below should be contacted for assistance.
  - (a) Department of Health (medical, health, and mortuary services)
  - (b) Department of Mental Health, Mental Retardation and Substance Abuse Services (crisis counseling, training, stress counseling for EPC staff)
  - (c) State Police
  - (d) State Corporation Commission (ground transportation)
  - (e) Virginia Department of Transportation
  - (f) State Council of Higher Education (interpreters)
  - (g) Red Cross (mobile and fixed feeding, mass care, and first aid)
5. State designated staff prepare to immediately report to the Emergency processing center.
6. VDSS maintains continuing communication with the Department of Health and Human Services.
7. Issue benefits (see section VII, A.)

C. Local Social Services Agencies Responsibilities at Port of Entry

Immediately upon notification from VDSS, the affected local department of social services (LDSS) implementing its Emergency Repatriation Plan:

1. Notifies the contact person of the facility for the emergency processing center (EPC) in accordance with Memorandum of Understanding (MOU).
2. Notifies local departments for assistance in conjunction with the local Department of Emergency Services/Management, as outlined in the localities Standard Operating Procedures (See Standard Operating

Procedures tab). Local departments and volunteer agencies will be notified based on the number and the anticipated condition of the evacuees.

3. Notifies designated LDSS staff to carry out their assigned tasks. Check off list (Attachment 12) should be in hand to ensure that all tasks have been covered. Staff should be aware of hours they are scheduled to man the center and where to report to pick up temporary ID's.
4. Arranges for equipment set-up at the EPC based on the written floor plan in the local agency Standard Operating Procedures several hours prior to the scheduled arrival time of evacuees.
5. Notifies transportation contacts based on location of EPC, temporary housing, and local transporting to connecting travel arrangements.
6. Processes evacuees at emergency processing center.

## VI. PROCESSING REPATRIATES AT PORT OF ENTRY SITES

Processing by the LDSS will begin after all federal clearances have been completed. If evacuees request assistance, an interview will be conducted. The interview will identify the needs of the evacuee, availability of resources, and make referrals to service providers at the port of entry. Referrals should also be arranged as needed to state/local agencies if follow-up is needed in the place of final destination. The LDSS:

- Processes repatriates,
- Provides services, and
- Determines eligibility and issues benefits.

### A. Processes Repatriates

Uses the most current Processing Check Sheet (Attachment 5) to register all evacuees.

### B. Provides Services

Provides the following services, based on the needs of the evacuees at the Emergency Processing Center (EPC):

1. Medical and Hospital Care Determined by Local Emergency Medical Services Personnel or Medical Team to be Needed Immediately by Ill or Injured Evacuees – Such care will be provided through local medical facilities as arranged and secured by local EMS officials. No further processing of such ill or injured individuals will take place until their medical needs have been taken care of.

2. Temporary Shelter – If the evacuee is unable to continue to his/her final destination on the date of arrival and cannot make his/her own arrangements, the LDSS is responsible for providing temporary shelter. Temporary shelter may be provided at commercial establishments (hotels and motels) or it may be necessary to provide shelter on a congregate basis.

3. Transportation to Temporary Shelter – Primary means of transportation will include school buses or public transit buses, which may be available under the local emergency operations plan.

4. Feeding – Food will usually be provided to evacuees in conjunction with and following their arrival at the EPC as well as at a temporary shelter location if provided. Consideration must be given to special feeding requirements of many evacuees such as diabetics, infants, and hypertensives. Planning should involve consultation with clinicians and dietitians/nutritionists.

Food may be provided at the Emergency Processing Center (EPC) and the temporary shelter with the assistance of such agencies as the American Red Cross or Salvation Army. Mobile disaster canteens may be needed for those evacuees who are unable to leave immediately. In some cases standby catering contracts for augmentation of existing congregate feeding capabilities may be indicated.

5. Care of Unaccompanied Children – It is likely in a mass evacuation that some children will be returned to the United States without their parents, or that they will become separated from them in evacuation operations overseas. It will be necessary for the local department of social services (LDSS) to make arrangements for the care and protection of such children at the EPC, temporary shelter or other suitable location while attempting to locate the parents or other family member, or while making plans under State child welfare policies for more permanent arrangements, such as placement in foster home or institutions. Once a national locator system is developed, this system can be used by the LDSS to locate and reunite family members.
6. Essential Clothing and Toilet Articles Suitable for Immediate Needs – Some U.S. citizens evacuated from foreign countries under emergency circumstances will be unable to secure adequate clothing or personal toilet articles before departure. Following their arrival at the EPC, these needs will be identified and provided for according to the LDSS plan.
7. Other Medical Care – Some evacuees will have medical needs which are of non-emergency nature or which develop following their arrival at the EPC. If the local agency has made arrangements with the Red Cross, that organization will provide first aid stations in the EPC and/or temporary shelter. Medical care needs may develop which cannot be

handled in the place of temporary shelter. In such cases, local emergency medical services personnel or medical teams will make arrangements for transporting the evacuee to a hospital or other suitable facility in the vicinity for the provision of such care.

8. Information and Inquiry Service – This service will be offered by the local agency to evacuees who request temporary assistance or services or help in contacting relatives, friends or their employers, in locating family members from whom they have become separated, or aid in making transportation arrangements to their final destinations.
9. Communication with Family, Friends, and Employers – Many evacuees will need to make contact with their families, friends, or employers in the United States to expedite arrangements for transportation to their final destinations.

Additional telephone and telecommunication services will be required at the Emergency Processing Center and temporary shelter locations to provide the needed communication services.

10. Counseling and Other Services – As circumstances permit, counseling and other services will be provided. These services may include counsel on travel and transportation arrangements, determination of suitable community of destination, care and protection of children, and similar problems at reception areas. In addition, there may be some dependents of U.S. citizens who do not speak English and will require translation services. Provision for the exchange of foreign currency should also be made.
11. Family Reunification – Some family members may become separated from the rest in evacuation operations overseas and may be transported to different United States points of entry. When such problems are identified by the LDSS in their interview with evacuees, the LDSS will assist in determining the whereabouts of the separated family member(s). After the family member is located, the LDSS will assist in establishing telephone contact so that arrangements for onward movement to final destination can be coordinated. A national locator system is under development to assist States with family reunification.
12. Transportation to Final Destination – The LDSS will identify the destination of evacuees at the time they are interviewed and will assist those evacuees who have insufficient available resources or who request help in making transportation arrangements which are the most appropriate based on location and distance of the destination. Local travel agents and/or the Air Transport Association of America (ATA) may be called upon by the LDSS to set up offices at the processing center to assist evacuees in onward travel to final destination.

13. Refugee Assistance – If an individual who is not a U.S. citizen or dependent meets the definition of “refugee” and qualifies for Refugee Assistance, the designated LDSS will provide assistance according to their approved State Plan for Refugee Assistance.

C. Determines Eligibility and Benefit Issuance for Temporary Assistance for Repatriates

To qualify for assistance, evacuees must be United States citizens or dependents of a United States citizen, returned from a foreign country because of destitution, illness, war, threat of war, invasion or similar crisis and the evacuee has no immediately accessible resources (resources in the possession of the individual).

In accordance with 45 CFR 212.3 the Department of State identifies the reason for return to the United States and in conjunction with Immigration and Naturalization Services, verifies citizenship. No additional eligibility determination is needed by the LDSS.

The LDSS:

1. Provides cash to evacuees at the port of entry when it is determined that they have no resources immediately available to them. The amount of money actually issued to the evacuee may be nominal if the evacuee's needs for temporary shelter and food is being met on a congregate basis. When the port of entry is the final destination cash for subsistence and resettlement may be issued up to \$560 in the first month for upfront expenses such as rental or security deposits. This is an amount per United States Citizen and each dependent.
2. Arranges and pays for medical care through the Temporary Assistance for Repatriates program when the evacuee does not have hospitalization insurance.
3. Temporary cash assistance, medical assistance, and related social services will be available for evacuees for a period of 90 days following arrival in the United States. Ongoing assistance will be provided in accordance to the state Standard of Assistance. Such assistance may be provided by either the local agency at:
  - (a) Port of Entry; or
  - (b) Final Destination
4. Informs all evacuees requiring assistance of the requirement to repay, the amount of the repayment, and obtains the individual's signature on the most current form (Attachment 6). Repayment is required of all assistance provided to evacuees through the Repatriation Program. Virginia Department of Social Services (VDSS), using

Attachment 6, will inform Health and Human Services of waivers to repay by the evacuee and their reason for the request.

5. Places all information on the evacuee and his dependents in a case record being mindful that the operation of this program is subject to the provisions of the Privacy Act of 1974.

## VII. LOCAL SOCIAL SERVICE AGENCIES AT FINAL DESTINATION

All social service agencies throughout Virginia must participate in the Temporary Assistance for Repatriates program.

Temporary financial assistance is provided in the form of a loan, which is required to be repaid in accordance with the repatriate's ability to do so. It may be furnished to individuals for up to a maximum of 90 days from the date of arrival in the United States. Assistance may be extended, in limited circumstances, upon prior authorization by the Administration for Children and Families.

Evacuees need only show their documents from the Department of State for eligibility to exist.

### A. Temporary Assistance for Repatriates includes:

1. Financial assistance when it is determined that the repatriate has no resource immediately available to him/her.
  - (a) Workers at local agencies must first determine if the repatriate would meet eligibility criteria for Temporary Assistance for Needy Children (TANF) and Medicaid before providing Repatriate assistance.
  - (b) Referrals must be made to the Social Security Administration if it appears the repatriate may be eligible for SSI.
  - (c) The first month's subsistence and resettlement expenses may be provided up to a maximum of \$560 per person to pay for upfront expenses such as rental or security deposits, essential clothing and household, transportation and personal incidentals.

Subsistence amounts are calculated on the basis of TANF payment (Attachment 4).
  - (d) The remaining two months of assistance that an individual could receive must be based on the appropriate TANF payment standard for the family size.
2. The payment of the cost of medical and hospital care which is necessary because of the condition of an eligible repatriate's health. This care should

be paid in accordance with the Medicaid fee schedule or the customary fees paid by other third party groups such as Blue Cross and Blue Shield.

B. Requirement to Repay

Local agency workers must inform repatriates of the requirement to repay, the amount of the repayment, and obtain the individual's signature on the most current form (Attachment 6). Repayment is required of all assistance provided to evacuees through the Repatriation Program. Virginia Department of Social Services (VDSS), using Attachment 6, will inform Health and Human Services of waivers to repay by the evacuee and their reason for the request.

C. Case Record

All information on the repatriate and his dependents must be placed in a case record being mindful that the operation of this program is subject to the provisions of the Privacy Act of 1974.

VIII. REPORTING AND REIMBURSEMENT

Section 1113 of the Social Security Act authorizes U.S. Department of Health and Human Services (HHS) to provide Federal funds to States for the reception, temporary care, and onward transportation of U.S. citizens and their dependents returned from a foreign country due to destitution, illness, war, threat of war, or similar crisis. The federal government will reimburse all expenses associated with repatriation including operations cost.

- A. The Virginia Department of Social Services, upon written request from the local department of social service, submits to HHS a letter of request for advancement of funds (Attachment 7) based on the number of repatriates expected to be serviced.
- B. Upon receipt of funds from HHS, VDSS wires this money to the financial institution designated by the local agency in the port of entry.
- C. Local agencies complete the form 'Assistance for U.S. Citizens Returned From Foreign Countries - Report on Referral' SSA-2061 (Attachment 8) on all repatriates for whom assistance is provided. This form must be completed in triplicate and submitted to HHS within 5 days from the date the SSA-2061 is completed.
- D. Local agencies complete the most current form 'Assistance for United States Citizens Returned From Foreign Countries -- Expenditures Statement and Claim for Reimbursement' SSA-3955 (Attachment 9). This form starts the reimbursement process. The SSA-3955 must be completed for each repatriate for whom a SSA-2061 was completed. SSA-3955 must be submitted in triplicate to:

VDSS, Division of Finance  
Attn: Mayo C. Harlow III, Director of Fiscal Operations  
730 E. Broad Street  
Richmond, VA 23219

no later than the close of the month in which initial assistance was provided.

- E. Local agencies must document staff time. A form has been included as an example for local agency record keeping on staff time during the emergency repatriation process (see Attachment 10) as this is also a reimbursable expenditure. Administrative costs will also be included on SSA-3955.
- F. If the State received advance Federal funds, VDSS shall submit to HHS, within 15 days following activity completion, a summary report of expenditures. This report must show the amount of funds expended, an estimate of outstanding debts, and the balance to be returned to HHS or the amount due to the state. Forms SSA-3955 must be attached to the report and will substantiate expenditures. VDSS completes internal accounting and submits all SSA-3955 forms to:

U.S. Department of Health and Human Services  
Administration for Children and Families  
Office of Refugee Resettlement  
370 L'Enfant Promenade, S.W.  
Washington, DC 20447

- G. Upon receipt of reimbursements, VDSS settles accounts and distributes funds as appropriate.

#### IX. Question and Answers

Question: A non-United States citizen mother and her U. S. citizen minor child on vacation in the U. S. from Kuwait (their place of residence) prior to its invasion and they become stranded here as a result of the war. Are they eligible for repatriation assistance?

Answer: No. Neither the mother nor the child returned was brought to the U. S. as a result of the invasion or any of the other criteria listed under VI. C., therefore, they were not repatriated. Only repatriated U. S. citizens and repatriated dependents of such citizens are eligible for repatriation assistance.

Question: Must resettlement expenses be paid during the first 30 days of the 90-day period?

Answer: No. As long as a repatriate is still eligible to receive repatriation assistance, he/she may request resettlement expenses at any time during the 90-day period following his/her arrival in the United States. The payment of up to \$560 per person is a one-time payment which includes both subsistence and resettlement costs. If a person had already received subsistence and was belatedly receiving

resettlement costs, he/she would receive the difference between the amount of his/her monthly subsistence and the \$560.

Question: If a repatriate waits to apply for repatriation assistance until midway in his/her 90-day period of eligibility, is the repatriate entitled to receive a subsistence backpayment for the period beginning with his/her arrival in the United States?

Answer: No. Subsistence payments are only made prospectively. Furthermore, since the 90-day period began to run on the repatriate's date of arrival in the United States, upon application, he/she would only be eligible to receive repatriation assistance for the remainder of that 90-day period.

Question: Is cash assistance provided to a repatriate at the port of entry for lodging, onward transportation and other incidentals considered to be part of the "resettlement costs" of \$560?

Answer: No. These are two separate payments and the assistance provided at the port of entry for temporary lodging and onward transportation should not be deducted from his/her resettlement payment.

Question: Can less than \$560 of combined subsistence and resettlement be given to a repatriate?

Answer: Yes. The local agency may pay less than the \$560 if the reasonable costs of a repatriate's needs are less than \$560. This is in recognition that security and utility deposits, as well as other relocation costs, may vary substantially and the maximum amount that may be paid up to \$560 may not be needed in all cases to cover a repatriate's reasonable resettlement expenses and subsistence.

Question: Can repatriates receive both TANF and repatriation assistance simultaneously after they have settled in their final location?

Answer: No. Once a person reaches his/her final destination, eligible persons should be processed for TANF assistance rather than repatriation assistance wherever possible. Repatriates would continue to be eligible for repatriation assistance only until the first TANF payment is received. Persons in the same family, who are not TANF eligible, however, may still be eligible to receive repatriation assistance for up to 90 days.

Question: If a repatriation family begins receiving TANF payments but later becomes ineligible for TANF, can the family's repatriation assistance be resumed?

Answer: Yes. In some instances a family's repatriation assistance may be resumed; however, repatriation assistance would still be available only for 90 days from the date of entry into the United States. If the family becomes ineligible for TANF during this period and is without resources immediately accessible to meet its need, resume repatriation assistance to the family for the duration of the 90-day period.

Question: Can repatriation assistance be provided beyond the 90-day period?

Answer: An extension may be given if the repatriate is handicapped in attaining self-support or self-care for such reasons as age, disability, or lack of vocational preparation. In such cases, temporary assistance may be extended upon prior authorization by the Administration for Children and Families. Authorization will be made on a case-by-case basis. All requests for extension of temporary assistance beyond the 90-day period should be thoroughly documented by the local agency including supporting information.

Attachment 6, Tab A  
**POSSIBLE VIRGINIA PORT OF ENTRY SITES**

<b>Airport*</b>	<b>Location</b>	<b>Region</b>	<b>Largest Plane Size Capacity</b>	<b>Contact</b>
Charlottesville-Albermarle County Airport	7 miles N. of Charlottesville, VA  201 Bowen Loop Charlottesville, VA	Central	All sizes of commercial passenger jets	Director of Operations: Bill Pahuta (804) 873-8341 ext. 103 or Brian Elliott Ext. 105
*Langeley Air Force Base	Hampton, VA	Eastern		Federally coordinated
Lynchburg Regional Airport	5 miles SW of Lynchburg  Airport Road Lynchburg, VA	Piedmont	737 commercial passenger jet	Director of Operations: James Laughlin (804) 582-1150 ext. 226
Newport News-Williamsburg International Airport	9 miles N. of Newport News, VA  900 Bland Blvd. Newport News, VA	Eastern	All sizes of commercial passenger jets	Airport Manager: Mark Falin (757) 877-0221 ext. 228
*Norfolk Naval Air Station	Norfolk, VA	Eastern		Federally coordinated
Norfolk International Airport	3 miles NE of Norfolk  2200 Norview Ave Norfolk, VA	Eastern	All sizes of commercial passenger jets	Director of Operations: Robert Bowen (757) 857-3351
Richmond International Airport	6 miles E. of Richmond  1 Richard E. Byrd Terminal Drive Richmond, VA	Central	All sizes of commercial passenger jets  Small Airbus  Large Airbus	Acting Director of Operations: Tony Vanderstiegel  (804) 226-3061
Roanoke Regional Airport	3 miles NW of Roanoke  5202 Aviation Drive Roanoke, VA	Western	All sizes of commercial passenger jets  Small Airbus	Director of Operations: John King (540) 362-1999
Staunton (Shenandoah Valley) Regional Airport	10 miles NE of Staunton  77 Aviation Circle Weyers Cave, VA	Northern	All sizes of commercial passenger jets	Director of Operations: Greg Campbell (540) 234-8304

*Washington-Dulles International Airport	20 miles W. of Washington, DC  45020 Aviation Dr Sterling, VA	Northern	All sizes of commercial passenger jets  Small Airbus  Large Airbus	Operations Manager: Paul Malandrino  (703) 572-2730
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\* Airport currently designated in the National Emergency Repatriation Plan.

Attachment 6, Tab B  
**FEDERAL GOVERNMENT RESPONSIBILITY**

The tasks of the federal agencies that have been assigned roles in the national repatriation plan are primarily those tasks performed on a routine basis. The federal processing is accomplished prior to the individuals being released to the local agency emergency-processing center. Federal agencies and their responsibilities are listed below.

1. Department of State
  - a. Alerts the Office of the Secretary of Health and Human Services (HHS) of events which may require evacuation of U. S. citizens in foreign countries.
  - b. Notifies HHS when overseas evacuation is ordered, the means and time(s) evacuation will be initiated, number of evacuees, time of arrival, and the entry point(s).
2. Division of Emergency Coordination, Office of the Secretary, Department of Health and Human Services (HHS)
  - a. Coordinate planning and operations of HHS.
  - b. Ensure coordinated FEMA-HHS communications networks are activated when alerted by Department of State to prepare for repatriation.
3. Administration for Children and Families (ACF), Department of Health and Human Services has primary responsibility for repatriation planning and execution.
  - a. Assist states in the development of state plans and review of those plans.
  - b. Coordinates with the FEMA Communications Center to ensure the relay of evacuation information to federal and state agencies and to national voluntary agencies.
  - c. Provides funding to states for the implementation of repatriation plans.
  - d. Acts as point of contact for requesting assistance of federal agencies tasked under the National Emergency Repatriation Plan.
  - e. Directs and leads responsibility for public affairs. The HHS Public Information Officer provides information on repatriation operations to the national news media in coordination with state communications staff.
4. Federal Emergency Management Agency (FEMA)

Coordinates the provision of emergency communication services to state officials in point of entry states.

5. Public Health Service

- a. Arranges for medical screening at point of entry for alien dependents of U.S. citizens and for U.S. citizens who appear to have a quarantinable disease prior to release to the state emergency-processing center.
- b. Provides assistance to states to develop medical assistance plans.

6. Department of Treasury - U.S. Customs Service

Conducts customs inspections and clearances at the point of entry prior to releasing evacuees to the state emergency-processing center.

7. Department of Justice

- a. Performs immigration processing and issue clearances for U.S. citizens and their alien dependents to proceed to their final destination before releasing evacuees to the state emergency-processing center through Immigration and Naturalization Services.
- b. Conducts security clearances at point of entry prior to releasing evacuees to the state emergency-processing center through the Federal Bureau of Investigation (FBI).

8. Department of Agriculture

- a. Performs agriculture inspections and quarantine or clearances prior to release of evacuees to the state emergency-processing center through Plant Protection and Quarantine.
- b. Authorizes release of foods to recognized distribution relief agencies, such as the Red Cross, for group feeding according to existing programs, regulations and emergency procedures through Food and Nutrition Services.

9. Department of Transportation

- a. Adds "evacuees" to the transportation priority list when notified of need by HHS.
- b. Advises the Civil Aeronautics Board, Interstate Commerce Commission, and the Federal Railroad Administration of the priority movement of evacuees and that preference shall be afforded evacuees to their final destination, to include allocation of equipment when essential to expedite movement.

10. Department of Housing and Urban Development (HUD)

- a. Identifies available HUD-assisted housing at or near the point of entry which may be used for shelter for those evacuees who may not be able to continue on to their final destination.
- b. Identifies commercial housing which may be used for shelter if needed in addition to congregate care facilities near point of entry.

Attachment 6, Tab C

**LOCAL DEPARTMENTS OF SOCIAL SERVICES IN PORTS OF ENTRY**

**Hampton Department of Social Services**

Mr. Walter Credle, Director  
1320 LaSalle Avenue  
Hampton, VA 23669  
(757) 727-1800  
(757) 727-1835 (FAX)

**Henrico County Department of Social Services**

Mrs. Bettie S. Kienast, Director  
8600 Dixon Powers Drive  
P.O. Box 27032  
Richmond, VA 23273  
(804) 501-4001  
(804) 501-4006 (FAX)

**Loudoun County Department of Social Services**

Robert Chirles, Director  
102 Heritage Way, NE, Suite 200  
Leesburg, VA 20176  
(703) 777-0353  
(703) 771-5214 (FAX)

**Norfolk Division of Social Services**

Ms. Betty Webb, Acting Director  
Franklin Building  
220 W. Brambleton Avenue  
Norfolk, VA 23510-1506  
(757) 664-6000  
(757) 664-3275 (FAX)

Attachment 6, Tab D  
**STANDARDS OF ASSISTANCE (SOA) FOR TEMPORARY ASSISTANCE FOR NEEDY  
FAMILIES  
( SECTION 304, APPENDIX 2)**

<u>Size of Assistance Unit</u>	<u>Group I SOA</u>	<u>Group II SOA</u>	<u>Group III SOA</u>
1	\$144	\$173	\$242
2	228	254	323
3	292	320	389
4	354	382	451
5	415	451	537
6	470	504	587
7	530	563	649
8	595	629	715
9	650	685	771
10	712	746	831
<b>Each person above 10</b>	62	62	62

Attachment 6, Tab E  
**REPATRIATION PROCESSING CHECK SHEET**

**I. IDENTIFYING INFORMATION**

LAST NAME \_\_\_\_\_ FIRST  
NAME \_\_\_\_\_ MIDDLENAME \_\_\_\_\_

SSN \_\_\_\_\_ BIRTH DATE \_\_\_\_\_ SEX \_\_\_\_\_ BIRTH  
PLACE \_\_\_\_\_ PP# \_\_\_\_\_

**ACCOMPANYING DEPENDENTS**

NAME	RELATIONSHIP	SEX	BIRTH DATE	POE
				CARRIER
				FLIGHT #
				DATE OF ARRIVAL
				TIME OF ARRIVAL

NEXT OF KIN/EMERGENCY CONTACT IN U.S.:

NAME: \_\_\_\_\_ RELATIONS  
HIP: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
PHONE: \_\_\_\_\_

FOR DOD DEPENDENTS:

SPONSOR'S NAME \_\_\_\_\_

RANK \_\_\_\_\_

POSITION/UNIT OF  
ASSIGNMENT \_\_\_\_\_

—

FOR BUSINESS/GOVERNMENT EMPLOYEES:

EMPLOYER'S  
NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_  
PHONE \_\_\_\_\_

FINAL DESTINATION:

NAME \_\_\_\_\_ RELATIONSHIP \_\_\_\_\_

PHONE \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_

STATE \_\_\_\_\_

CLASSIFICATION  
(CHECK BOX)  
( ) DOD DEPENDENT  
( ) DOD EMPLOYEE  
( ) OTHER US  
EMPLOYEE  
( ) PRIVATE  
BUSINESS  
( ) RESIDENT  
ABROAD  
( ) TOURIST  
( ) STUDENT  
( ) OTHER (SPECIFY)

**II. ASSISTANCE PROVIDED**

<input type="checkbox"/> TRANSPORTATION	<input type="checkbox"/> HOUSING	<input type="checkbox"/> MEDICAL
TOTAL \$	TOTAL \$	TOTAL \$
<input type="checkbox"/> FINANCIAL	<input type="checkbox"/> OTHER (SPECIFY)	
		TOTAL AMOUNT REQUESTED \$
		CASH ON HAND/RESOURCES \$
TOTAL \$	TOTAL \$	AMOUNT GRANTED \$

### REPAYMENT AGREEMENT

I understand that all assistance provided to me through the Repatriate Program must be repaid. I understand that I will be billed by the Social Security Administration for the cost of all assistance received, and I agree to repay this amount in full. Until I repay all assistance received, I agree to report all changes in my address to the Administration for Children and Families, Health and Human Services 370 L'Enfant Promenade, S.W. Washington, D.C. 20447. Attention: Repatriate Office.

SIGNATURE OF  
REPATRIATE \_\_\_\_\_ D  
ATE \_\_\_\_\_  
SIGNATURE OF STATE AGENCY  
WORKER \_\_\_\_\_  
\_\_\_\_\_  
TITLE \_\_\_\_\_  
\_\_\_\_\_ STATE \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### III. PROCESSING INFORMATION

NAME/LOCATION OF PROCESSING CENTER:  
NAME \_\_\_\_\_ LOCATION \_\_\_\_\_  
\_\_\_\_\_

EXIT FROM PROCESSING  
CENTER: \_\_\_\_\_ DATE \_\_\_\_\_ TIME \_\_\_\_\_  
\_\_\_\_\_

DESTINATION \_\_\_\_\_  
\_\_\_\_\_ VIA \_\_\_\_\_

Attachment 6, Tab F  
**U.S. REPATRIATE PROGRAM**

Privacy Act Statement

The U.S. Repatriate Program provides funds for financial, medical, transportation and other assistance to individuals who are certified by the Department of State as repatriate in need. The assistance must be repaid to the U.S. Government by the repatriate. Section 1113 of the Social Security Act authorizes the collection of the information solicited on these repatriation forms for the purpose of determining your eligibility for such assistance.

The Department may disclose this information to other Federal, State or private organization, if necessary to enable the Department of Health and Human Services to carry out its responsibilities under Section 1113 of the Act, or to enable another Federal agency to carry any functions related to your return from a foreign country and entry into the United States, or as otherwise expressly authorized by the Assistant Secretary for Children and Families. Furnishing the information on these forms is voluntary; however, if you fail to provide the requested information, such failure may result in your being found ineligible for repatriation assistance.

Repayment Agreement

I understand that all financial, medical, transportation and other assistance provided to me through the Repatriation Program must be paid. I understand that I will be billed by the United States Department of Health and Human Services for the cost of this aid, and I agree to repay this amount in full. Repayment in full or my first installment payment is due 30 days after billing. If I pay by installment, or am delinquent in repayment, interest at the current rate fixed by the Secretary of Treasury for private consumer loans will accrue on the unpaid portion. Until I repay in full the aid received, I agree to report all changes in my address to the Department of Health and Human Services, Administration for Children and Families, ORR/DSLRL, 370 L'Enfant Promenade, S.W., Washington, D.C. 20447. Attention: Repatriation Branch.

Name (print)

Last\_\_\_\_\_First\_\_\_\_\_M.I.\_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
Social Security Number \_\_\_\_\_ Phone Number  
\_(\_\_\_\_\_)\_\_\_\_\_

I understand and agree to all terms and conditions of the Privacy Act Statement and the Repayment Agreement, and certify that the information provided by me is correct.

Signed \_\_\_\_\_ Date \_\_\_\_\_  
\_\_\_\_\_

---

Public reporting burden for this collection of information is estimated to average 2 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to:

Department of Health and Human Services  
Budget  
Administration for Children and Families  
Reports Clearance Officer/DISH  
370 L'Enfant Promenade, SW  
Building  
Washington, D.C. 20447

and to

Office of Management and  
Paperwork Reduction Project  
.... Control No. 0970-0125  
New Executive Office  
725 17<sup>th</sup> Street, NW  
Washington, D.C. 20503

ACF-120 (5/92)

Attachment 6, Tab G  
**LETTER REQUESTING ADVANCE FUNDS**

DATE:

TO: \_\_\_\_\_, Assistant Secretary  
For Administration for Children and Families

FROM: \_\_\_\_\_, Commissioner  
Virginia Department of Social Services

SUBJECT: Advancement of Funds to \_\_\_\_\_ for Repatriation  
(Name of Local Agency)

We are preparing for an evacuation flight from \_\_\_\_\_ on  
\_\_\_\_\_.  
Date

We hereby request an advance in the amount of \$\_\_\_\_\_ to support the repatriation processing.

The amount of \$\_\_\_\_\_ is based on the following projections.

I. \_\_\_\_\_ x \_\_\_\_\_ x \_\_\_\_\_ per evacuee = \$\_\_\_\_\_.  
# of repatriates Per Diem # of days

II. Travel (estimated amount based on average of 400 surface miles per traveler)

III. We estimate that \_\_\_\_\_ percent of the repatriates will remain in the local area. These individuals and their dependents are entitled to an amount up to \$560.00 for their first month of subsistence and resettlement.

IV. Estimated Administrative Cost

V. \$ \_\_\_\_\_ Per Diem

\$                      Travel  
\$                      Subsistence and Resettlement  
\$ \_\_\_\_\_ Estimated Administrative Cost  
\$

The amount of \$ \_\_\_\_\_ is to be deposited at the following address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Account number: \_\_\_\_\_

Your prompt response to this request is appreciated in order to initiate the repatriation processing.

Attachment 6, Tab H

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
Social Security Administration

Office of Family Assistance

**ASSISTANCE FOR U.S. CITIZENS RETURNED FROM FOREIGN COUNTRIES  
– REPORT ON REFERRAL**

CASE NAME	COMPOSITION		BIRTH DATE OF FAMILY HEAD	S.S. NO.
	NO. ADULTS	NO. CHILDREN		
LAST U.S. RESIDENCE				DATE LEFT U.S.
CURRENT ADDRESS				
REPATRIATED BY DEPARTMENT OF STATE FROM:		BECAUSE OF: <input type="checkbox"/> MENTAL ILLNESS <input type="checkbox"/> DESTITUTION <input type="checkbox"/> INTERNATIONAL CRISIS <input type="checkbox"/> OTHER ILLNESS (DIAGNOSIS, IF KNOWN)		
DISPOSITION				
ARRIVED U.S. (DATE)	DHHS REFERRAL RECEIVED (DATE)		INITIAL AGENCY CONTACT (DATE)	
(1) FINANCIAL ASSISTANCE AUTHORIZED	DATE OF INITIAL ASSISTANCE	<input type="checkbox"/> ONE MONTH OR LESS <input type="checkbox"/> MORE THAN ONE MONTH		
TYPE OF ASSISTANCE	(A) AMOUNT – FIRST MONTH	(B) ESTIMATE – NEXT MONTH		
MAINTENANCE	\$	\$		
TRANSPORTATION				
HOSPITAL				
NURSING HOME				
OTHER MEDICAL				
FOSTER CARE				
OTHER (SPECIFY)				
TOTAL				
RESOURCES AVAILABLE TOWARD CURRENT NEEDS <input type="checkbox"/> YES <input type="checkbox"/> NO   (IF YES, SEE REVERSE FOR INSTRUCTIONS)				
(2) FUTURE PLAN	CHECK: WILL NEED ASSISTANCE UNTIL THE FOLLOWING RESOURCES WILL BE AVAILABLE			NUMBER MONTH ASSISTANCE NEEDED
	<input type="checkbox"/> OWN OR RELATIVE <input type="checkbox"/> EMPLOYMENT <input type="checkbox"/> INSURANCE <input type="checkbox"/> SSI <input type="checkbox"/> ANOTHER PUBLIC PROGRAM <input type="checkbox"/> OTHER			
(3) RECOMMENDATION AS TO REPAYMENT OF ASSISTANCE GRANTED				
(a) WILL BE ABLE TO REPAY		<input type="checkbox"/> ONE PAYMENT <input type="checkbox"/> INSTALLMENTS		DATE
(b) <input type="checkbox"/> WAIVER RECOMMENDED (REASON)				
(c) <input type="checkbox"/> ABILITY TO REPAY NOT DETERMINED (REASON)				
COMPLETED BY			TITLE	

---

STATE

DATE

---

Form SSA-2061 (7-81) Distribution – Original + 2 Copies to Regional Commissioner, HHS within 5 days of initial contact.

Attachment 6, Tab I

DEPARTMENT OF HEALTH AND HUMAN SERVICES

Family Support Administration  
Office of Family Assistance

**ASSISTANCE FOR UNITED STATES CITIZENS RETURNED FROM FOREIGN COUNTRIES**

**Expenditure Statement and Claim for Reimbursement**

(1) NAME OF AGENCY		STATE	FOR THE PERIOD	
			FROM	THROUGH
			_____, 20____	_____, 20____
THE FOLLOWING EXPENDITURES HAVE BEEN MADE BY THE AGENCY FOR ASSISTANCE TO A UNITED STATES CITIZEN RETURNED FROM A FOREIGN COUNTRY. ASSISTANCE AND SERVICES HAVE BEEN PROVIDED IN ACCORDANCE WITH THE POLICY AND PROCEDURES PRESCRIBED FOR THIS PROGRAM.				
(2) CASE NAME (FIRST NAMES OF MAN AND WIFE, IF A COUPLE)				NO. OF PERSONS
REPATRIATED FROM (COUNTRY)		CURRENT ADDRESS		
(3) A. CLASSIFICATION/AUTHORITY		C. EXPENDITURES		
PUBLIC LAW 36-571 (MENTALLY ILL) <input type="checkbox"/>		MEDICAL CARE \$		
SECTION 1113. SOCIAL SECURITY ACT (OTHER THAN MENTALLY ILL) <input type="checkbox"/>		HOSPITALIZATION \$		
B. NATURE OF THIS ACTION:		NURSING HOME \$		
INITIAL CLAIM <input type="checkbox"/>		MAINTENANCE \$		
INTERIM CLAIM <input type="checkbox"/>		TRANSPORTATION \$		
ESTIMATED FUTHER CLAIMS \$ _____		FOSTER CARE \$		
FINAL CLAIM <input type="checkbox"/>		OTHER (SPECIFY)		
1. DATE CASE CLOSED		\$		
2. REASON CASE CLOSED				
TOTAL		\$		
3. REPAYMENT RECOMMENDED <input type="checkbox"/>				
4. WAIVER RECOMMENDED <input type="checkbox"/>				

(4) DESIGNATION OF STATE OFFICIAL AUTHORIZED TO RECEIVE FEDERAL FUNDS AS REIMBURSEMENT OF THIS CLAIM

TITLE	ADDRESS

(5) THIS IS TO CERTIFY THAT THE ABOVE INFORMATION IS CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF AND THAT PAYMENT FOR THESE EXPENDITURES HAS NOT BEEN RECEIVED

SIGNATURE OF OFFICIAL AGENCY	TITLE	DATE

Use prior editions

not later than 15 days following the close of the month

Attachment 6, Tab J  
**LOG TO DOCUMENT STAFF TIME**

**DATE:** \_\_\_\_\_ **(DO A NEW FORM EACH DAY)**

**AUTHORIZING  
SIGNATURE:**

\_\_\_\_\_

EMPLOYEE NAME (PRINT)	EMPLOYEE NUMBER	EMPLOYEE PAYROLL ITEM	TIME STARTED ACTIVITY	TIME ENDED ACTIVITY	DESCRIBE DISASTER ACTIVITY

Time worker departs from Emergency Operation Center \_\_\_\_\_

Attachment 6, Tab K  
**FLOW CHART OF EMERGENCY REPATRIATION PLAN**

**To Be Published**

Attachment 6, Tab L

1. **Increased Readiness**

A natural or man-made disaster is threatening some part of the state.

- a. The VDSS and VDEM central office and regional staff in port of entry locations should coordinate to ensure all applicable persons have been notified. VDEM will notify Emergency Coordinators in the involved port of entry jurisdiction.
- b. The DSS regional staff should coordinate with the local Social Services Director and the Emergency Services Coordinator in the involved port of entry jurisdiction to begin preparations.
- c. The VDSS should communicate with HHS to determine the number of repatriates and to coordinate associated activities.
- d. The local Social Services Director should place the Emergency Processing Center staff on standby alert.
- e. Determine the processing center location and size and coordinate with HHS to determine if the center will be located near arrival and clearance area staffed by Customs, Immigration, FBI, etc. These agencies will clear evacuees prior to their being sent to the Emergency Processing Center.
- f. The DSS regional staff, in coordination with the local Social Services Director, will ensure that the following are notified to assist with noted functions at the Emergency Processing Center.
  - (1) Medical Screening/Care - Department of Health.
  - (2) Medical Transport - Local Emergency Medical Services.
  - (3) Hospitalization - Local hospitals. (If a large number of sick and injured are expected, the Department of Health should be contacted to provide allocation administration to local hospitals.)
  - (4) Temporary Shelter - Red Cross or local hotels/motels.
  - (5) Transportation - Local school bus system or commercial carriers.
  - (6) Feeding - American Red Cross.
  - (7) Child Care - Local Social Services staff or child care agency.

- (8) Essential Clothing/Toilet Articles - Red Cross.
- (9) Processing Service - Local Social Services staff, supplemented by adjacent jurisdictions.
- (10) Information and Inquiry Service/Family Reunification - Local Social Services staff, Red Cross.
- (11) Communications - A bank of cellular phones must be available for extra usage by repatriates.
- (12) Counseling Services - Department of Mental Health, Mental Retardation and Substances Abuse Services, local Community Services Boards.
- (13) Site Security - Local law enforcement supplemented by State Police.
- (14) Transportation - Air Transport Association of America, local travel agents.
- (15) Refugee Assistance - Local Social Services agency.
- (16) Media Relations - Public Information staff from locality, DSS, and VDEM.

### 3. **Response Operations**

- a. The DSS regional staff and local Social Services Director should ensure the establishment of a clearly-defined control and coordination element for the repatriation center and related activities. Specifically, the senior federal and state officials' managing repatriation activities should be designated as Federal On-Scene Coordinator (FOSC) and State On-Scene Coordinator (SOSC). These individuals should be clearly identified to all persons involved with the repatriation process. All decision and coordination activities should be directed through these people.
- b. The SOSC and FOSC should meet to ensure procedures, roles, responsibilities, and documentation requirements are clearly defined and understood. If possible, a checklist of federal and state responsibilities should be agreed to and followed.
- c. The SOSC and FOSC should meet with all Emergency Processing Center staff prior to arrival of repatriates and provide an overview briefing of the activities which will occur.

- d. Prior to arrival of repatriates, ensure all functional areas are in place and ready for operation. Coordinate all logistics.
- e. Brief media, as required.
- f. Receive and process repatriates. Handle problems. Both the FOSC and SOSC should be readily available for consultation.

4. **Recovery Operations**

Close down repatriation activities.

Note: This checklist is designed to provide general guidance. Local agency Standard Operating Procedures should be consulted for specific guidance.

Attachment 6, Tab M

**GUIDE FOR ESTABLISHING STANDARD OPERATING PROCEDURES (SOP)**

**EMERGENCY MASS REPATRIATION SOP  
REQUIREMENTS**

The Virginia Department of Social Services (VDSS) in accordance with the Department of Health and Human Services requires local departments of social services to establish Standard Operating Procedures. VDSS requires that local departments of social services (LDSS) in the jurisdiction of possible ports of entry annually submit their plans. Due to the volume of activity associated with Emergency Repatriation, the LDSS should identify all resources necessary to processing and should establish operating procedures which will allow those persons returning to the United States to continue to final destinations as quickly as possible.

At a minimum your Standard Operating Procedures for Repatriation should include specifications for each item listed below.

Organization and Management

An Emergency Processing Center (EPC) needs to be organized so that evacuees can be processed as expeditiously as possible. The process must be closely coordinated among operating components within the EPC. Necessary services must be provided to evacuees and supportive services must also be available, such as, security, childcare, maintenance of the facility, supervision of baggage, communications, and equipment and supplies.

Development of Standard Operating Procedures (SOP) must take into consideration services and support mechanisms for the most extreme evacuation. Local partnerships should be formed and a resource list established for such an emergency.

Logistics of Processing Centers

When a processing center is opened, the number of people requiring services will determine the amount of space needed. Facilities must have capacity to accommodate necessary services, rest areas, feeding areas and allowances for pets. It is preferred that the site be as close as possible to the airport. Each center must be contacted to determine the availability, costs, restrictions, etc. prior to being included on the list.

- ☐ Groups of less than ten may have assessment completed at the airport.
- ☐ Airport hangers may be used for larger groups. If not available a separate location must be considered:
  - ☐ School sites -- when school is not in session.
  - ☐ Hotels (ballrooms)
  - ☐ Recreational facilities

The LDSS should map out the floor arrangement for the EPC and consider the availability of equipment within the EPC. If these items are not onsite they must be arranged for:

- ☐ Signs - Temporary signs that direct the individuals through the proper stations for processing should be used.
- ☐ Communication devices - Public address system to communicate with everyone in the EPC. Two-way radio system, such as walkie-talkies for use by key staff.
- ☐ Tables - Folding tables will needed in every area of service.
- ☐ Chairs - Several areas will require chairs.
- ☐ Curtains - For privacy and separation of unit's curtains should be used.
- ☐ Computers - internet access

### Transportation

Transportation needs depend on the number of individuals to be served, their specific needs, and the location of the EPC. If the EPC is not at the airport, individuals will need to be transported to the site and then to any subsequent locations for continuing assistance using any of the following:

- ☐ Local Agency cars/vans - Vehicles owned by the LDSS may be used when there is sufficient resources to transport evacuees in an expeditious manner
- ☐ Airport vehicles - If the EPC is in close proximity to the airport, shuttle vans may be used.
- ☐ City/County buses
- ☐ School buses

### Local Contacts

Agencies and organizations that will assist in providing services should be contacted and emergency standard operating procedures shared.

- ☐ Not all agencies and organizations will need to be involved in every effort.
- ☐ The number of people being repatriated and their specific needs will be evaluated to determine whom to contact.
- ☐ **All contact list should be included as attachments to your plan.**

### Security

Designate areas for staff access only. Special attention should be given to the area where money will be dispersed. Only authorized staff and repatriates should be allowed in the processing areas.

- ☐ The number of applicants being processed and the amount of cash available at the site will determine the number of law officials needed.
- ☐ The role and expectations of the law enforcement officers should be reviewed at the time of their arrival.

### Staffing

Staff from the LDSS will have primary responsibility for the organizing and manning of the EPC.

Staff should be briefed prior to need for opening the processing center. A general overview of the program and the services provided should be given. LDSS staff should be aware that staff from various governmental branches will be on site.

- ☐ Staff from partnering LDSS should be asked to assist on an as needed basis.
- ☐ Determine number of staff needed, based on the expected number of evacuees (consider having one staff member per repatriate family).
- ☐ Provide staff ID, specific to this process.
- ☐ Have additional staff on stand-by status.
- ☐ Develop guidelines for sign in and out, and task performed.

### Fiscal Responsibility

The LDSS will have responsibility for providing the initial assistance to the individuals. The SOP must outline steps to meet this requirement. Assess resources to meet the needs of large numbers of evacuees.

- ☐ Make arrangements with LDSS fiscal officer to obtain the cash needed to distribute to individuals.
- ☐ Designate person(s) allowed authorizing administrative expenditures for the repatriation effort.
- ☐ Evaluate use of purchase orders and vouchers.
- ☐ If time allows for advance funds to be requested from Health and Human Services through VDSS, LDSS must have arrangements with a receiving bank.
- ☐ A secure site at the EPC should be designated to disperse cash in small denominations.
- ☐ Disbursement of cash should be near the end of the process.
  - ☐ More than one staff person should man this activity at all times
  - ☐ Method of check and balance must be developed to acknowledge cash given to evacuees. A receipt book may be used.

### Telephones

An adequate number of phone lines in the EPC is important. Evacuees will need to make contact with their families, friends, or employers in the United States to make arrangements for transportation to their final destination.

- ☐ Additional lines at the site may or may not be readily available.
- ☐ Cell phones may provide quick access, but also require supervision.
- ☐ Existing phone lines at the site may be used for faxing and Internet connections.
- ☐ Phone cards may be cost effective and require less monitoring.

### Supplies

Regular office supplies will also be needed. The LDSS should check with facility for availability of larger items.

- ☐ pens, pencils, paper, post it notes, file folders, paper clips, staplers, etc
- ☐ copies of all required forms
- ☐ copier and fax machine (check on the availability of phone lines for the fax machine), extra toner and paper

### Food

It is recommended that the distribution of food to individuals be kept to a minimum. Coordinate with Red Cross.

- ☐ Provide packaged and ready to serve foods.
- ☐ Staff must be provided food as well.
- ☐ Baby foods must be considered
- ☐ Coffee, tea, sodas, and water should be available throughout the set-up, processing and breaking down of the EPC.

### Staff Areas

It is recommended that a private area be designated for staff to use as a break area. This area should also include a message center where messages for staff can posted.

### Child Care

Arrange an area for childcare for children of the Repatriates at the processing center.

- ☐ Staff as the need arises.
- ☐ Infant supplies such as diapers/pampers, wipes etc may be needed.
- ☐ Changing tables

### Medical Services

The need for medical services at the processing center may not be known until the individuals arrive. Contact name(s) should be on hand for immediate response.

- ☐ Health Department for a nurse(s) and a physician.
- ☐ Special services or treatment may be handled on an individual basis.
- ☐ Transportation for the deceased must be available upon need.
- ☐ Hospitals contact names are necessary should individuals need immediate care.

### Counseling

Circumstances may require counseling on suitable community of destination, care and protection of children, and similar problems. Also, translation services should be available for U.S. citizens who do not speak English.

### Pets

Pets that arrive with the individuals will be handled on a case by case basis.

- ☐ Contact name and number for Animal Care and Control

### Temporary Shelter

When the evacuee is unable to continue to his/her destination on the same date as the date of arrival and cannot make his/her own arrangements, staff at the EPC is responsible for providing temporary shelter.

- ☐ Make arrangements with hotels in close proximity of the EPC.
- ☐ Coordinate with Red Cross.

### Essential Clothing and Toilet Items for Immediate Needs

Evacuees may be unable to secure adequate clothing or personal toilet items before departure. Items should be available as needs are identified.

- ☐ Clothing -- coordinate with Red Cross and Salvation Army
- ☐ Tooth brushes, tooth paste, floss
- ☐ Arrangements with stores to accept vouchers (be mindful that many evacuees will not be in your jurisdiction long enough to utilize vouchers)

### Processing Applications

It is recommended that each case be:

- ☐ maintained in a folder
- ☐ assigned a control number for tracking purposes
- ☐ This case number should not be a number assigned in any of the state case numbering systems such as ADAPT or OASIS. The agency could designate a sequence of numbers such as 107-0001, 107-0002, etc.

### Information Sharing

Develop means for sharing relevant information with staff on a continuing basis.

- ☐ Regular updates on the expected arrival times, number of people expected, etc.

### Media

Media must not be allowed direct access to the processing area. All releases of information to the public should be coordinated with state and federal staff.

- ☐ Designate individual responsible for media contact. Release of information should be coordinated with State-On Scene and Federal-On Scene coordinators.

### Record Keeping

Designate one person to keep all forms and information upon the completion of the processing of each repatriate.

### Reimbursement

Designate a person(s) responsible for securing all the necessary documentation and submitting reimbursement request within 30 days.

### Submitting Standard Operating Procedures

The Repatriate Standard Operating Procedures must be submitted annually, by November 30<sup>th</sup>. The SOP must be signed by the local agency director and forwarded to:

Virginia Department of Social Services  
Theater Row Building - Rm. 722  
TANF Program Manager  
730 E. Broad St.  
Richmond, VA 23219-1849

Attachment 6, Tab N

Standard Operating Procedures (SOP) for:

Henrico County Department of Social Services

Hampton Department of Social Services

Loudoun County Department of Social Services

Norfolk Department of Social Services

Functional Annex F:  
**FIREFIGHTING**

**MISSION**

To provide assistance to local governments in preventing and controlling large urban fires and rural wildfires, to coordinate mutual aid among fire/EMS departments as needed, and to assist with State EOC operations as appropriate.

**ORGANIZATION**

The Department of Fire Programs (DFP) is responsible for the Urban Fire Service; see Attachment 1. The Department of Forestry (DOF) is responsible for the Rural Fire Service; see Attachment 2.

**CONCEPT OF OPERATIONS**

- A. The Urban Fire Service will be responsible for all structural fires occurring in urban, suburban, and rural areas. In fulfilling this responsibility, it is assumed that situations will arise where some natural cover fire fighting will be necessary to supplement the operation of the Rural Fire Service. The Urban Fire Service representative will direct all activities in controlling structural fires.
- B. The Department of Forestry will be responsible for all natural cover fires occurring in forest and grasslands in rural areas. In fulfilling this responsibility, it is assumed that some structural fire fighting will be necessary in rural areas as a supplement to the operations of the Urban Fire Service. The Rural Fire Service representative will direct activities in controlling natural cover fires.
- C. Since it is inevitable that these services will overlap at the operational level in suburban and rural areas, it is imperative that cooperation and understanding exist at all operational levels. As a minimum step to accomplish this, the Urban and Rural Fire Service Chiefs shall annually exchange lists of key personnel, to include regional operating level personnel, showing name, address, assignment, telephone number, and if available, radio call sign and net.
- D. At the regional level, the chief of each organization will name a liaison representative to the other organization and establish a positive working relationship between organizations.
- E. The Urban Fire Service will be directed at the state level by the Executive Director, Department of Fire Programs who shall be designated as Chief, Urban Fire Service. The Rural Fire Service will be directed at the state level by the State Forester who shall be

designated as Chief, Rural Fire Service. The Chiefs of the Urban and Rural Fire Services shall cooperate with and assist each other to effectively discharge their respective responsibilities. Disagreements which may arise between the two services will be referred to the State Coordinator, Department of Emergency Management.

- F. The Department of Fire Programs (DFP) has helped with State EOC operations during recent disasters. Because of their knowledge of local government and working relationships with local emergency services, DFP personnel have proven to be an excellent resource to staff the Local Liaison function.
- G. The Department of Forestry (DOF) has emergency operations experience and training because of its role in assisting other states with fighting large forest fires (usually in the western U. S. during dry summer months). Because of this expertise and its willingness to help, DOF personnel have also become an integral and valuable part of State EOC operations. During recent disasters, they helped with the Information and Planning function.

Annex F, Attachment 1  
**URBAN FIRE SERVICE**

**MISSION**

To assist local governments in preventing, controlling, and suppressing a major fire involving structures which has the potential to overwhelm locally-available firefighting resources.

**ORGANIZATION**

The Department of Fire Programs (DFP), in coordination with the State Fire Chiefs Association of Virginia (SFCAV), is responsible for the Urban Fire Service, which consists of all political jurisdictions and their established fire departments. Five regional response zones have been established to facilitate mutual aid. See Tab A. Assistance is provided by the State Fire Marshal's Office, Department of Housing and Community Development.

**CONCEPT OF OPERATIONS**

- A. Local governments are required to provide for the application of firefighting equipment, manpower, and technical expertise to prevent, control, and suppress structural fires within their jurisdiction.
- B. Should outside assistance be required, it is normally obtained through the implementation of mutual aid agreements with neighboring jurisdictions. Then, should a fire situation still exceed all locally-available capabilities, the affected local government (s) should request state support through the State EOC. The State EOC will coordinate immediately with the Department of Fire Programs to provide additional assistance as needed.
- C. The Department of Fire Programs maintains, for ready reference, an up-to-date statewide inventory of firefighting equipment and supplies, most of which is owned and operated by local fire departments. Outside expertise may also be needed to assist with the management of a large firefighting operation. The Department of Fire Programs must be prepared to provide such services, either with ICS-trained firefighters in state or with personnel provided by the U. S. Forest Service.
- D. The Executive Director of the Department of Fire Programs is the Chief of the Urban Fire Service. He will designate a Regional Chief for each one of five regional offices. See Tab A.
- E. For each of the five Urban Fire Service regions, a Regional Fire Service Disaster Coordinator will be designated and a Disaster Response Plan will be developed and maintained. The SFCAV is in the process of developing a statewide mutual aid agreement

and guidance for the development of regional Fire Service disaster response plans. Each regional plan will:

1. Identify the region's Disaster Response Team and set forth procedures for its deployment.
  2. Provide for an updated inventory of equipment, vehicles, and personnel.
  3. Establish a regional (or statewide) communications net.
- F. Local firefighting capabilities must be maintained in accordance with established standards. Reference NFPA Standards 1500 and 1561.
- G. The Urban Fire Service will adopt, train with, and use the National Interagency Incident Management System (NIIMS) for a regional or statewide disaster response.
- H. The chief fire official of each political jurisdiction should develop and maintain plans and procedures providing for:
1. Staff notification and reporting.
  2. Communications.
  3. Inventories of facilities and equipment.
  4. Hazardous materials incident response.
  5. Active participation in the local EOP maintenance process.
  6. Lines of succession of key positions.
- I. Firefighting units operating in their normal territory will continue their normal internal command relationship. Command relationships and control in operations under mutual aid agreements are in accordance with the terms of such agreements. Where there are no mutual aid agreements, all firefighting units and organizations sent in from other jurisdictions are under the control of the local Coordinator of Emergency Management until released by him on his own initiative. During the firefighting operations, the senior Fire Service officer present of the affected political subdivision will direct all outside units through their officers.
- J. Individuals, to include families, should learn and apply the basic rules of fire prevention to be prepared to fight and extinguish small fires in the absence of organized fire fighting units. They should also provide themselves with first aid, fire fighting equipment, and water supplies.

- K. The management of businesses, institutions, and industries share a responsibility for self-protection against fires. This includes provision and maintenance of fire fighting equipment and the training of personnel and employees in fire fighting. The justifications for such actions are greater for businesses, institutions, or industries remote from an organized fire department.
- L. Appropriate agencies of political subdivisions such as the water department, building officials, planning department, and public schools should assist in developing and carrying out those portions of the local fire defense plan relative to emergency water supply, fire resistant construction, firebreaks between buildings, installation of automatic fire protective equipment, fire prevention, home fire protection, and education.

## **REFERENCES**

Code of Virginia, Title 27, Chapter 1, Sections 27-5.2, 27-5.4 and Chapter 5, Sections 27-54.1 through 27.54.4.

## **ACTION CHECKLIST - URBAN FIRE SERVICE**

### **1. Routine Operations**

- a. Local fire/rescue stations operate according to standard operating procedures.
- b. Mutual aid is provided as needed, with or without official agreements.
- c. DFP provides training and fire information services.

### **2. Increased Readiness**

A natural or man-made disaster is threatening some part of the state.

#### **a. Communications Watch Level**

- (1) The Regional Fire Services Disaster Coordinator and local fire department chiefs are alerted.
- (2) Review plans and procedures as needed.

#### **b. Initial Alert Level**

- (1) Identify disaster response team personnel and updated procedures as needed.
- (2) The State Fire Services Disaster Coordinator for this event is designated by DFP.

#### **c. Advanced Alert Level**

- (1) The State Fire Services Disaster Coordinator reports to the State EOC. Liaison is established with Regional Fire Services Disaster Coordinators. Situation reports are requested daily or as needed.
- (2) Each region puts its Fire Service Disaster Response Team members on standby status. Expedient training is provided as needed.
- (3) Implement record keeping of all expenses incurred due to this event.

### **3. Response Operations**

#### **a. Mobilization Phase**

Conditions continue to worsen requiring full-scale mitigation and preparedness activities

- (1) Assist the State EOC with special requests, as appropriate, to include the pre-deployment of strike teams if needed.
- (2) Provide a situation report of UFS activities to the State EOC as requested.

b. Emergency Phase

Disaster strikes. An emergency response is required to save lives and protect property.

Deploy strike teams as needed.

c. Emergency Relief Phase

Assistance is provided to affected individuals and organizations. Stop-gap measures (such as tent cities and potable water trucks) are implemented in order to provide essential services. Preliminary damage assessment surveys are conducted. This phase ends when the locality is no longer in an official state of emergency.

- (1) Continue to deploy strike teams as needed and in accordance with existing mutual aid agreements.
- (2) Maintain local/regional/state EOC liaison. Submit situation reports twice daily or more often as needed.

4. **Recovery Operations**

Essential facilities and services are restored. Displaced persons return to their homes. Federal disaster assistance programs are implemented. "Normal" conditions are restored. Severely damaged structures are rebuilt or demolished and replaced. The damaged parts of the transportation, water, and communications infrastructure are replaced. The economy is restored. The duration of this period may extend for two years or more, depending upon the severity of the disaster.

- a. Facilitate mutual aid reimbursements. Provide for related record keeping.
- b. Update plans and procedures based on lessons learned.

Annex F, Attachment 1, Tab A  
**DEPARTMENT OF FIRE PROGRAMS REGIONS**



Region 1

**Capital Virginia**

1500 E. Main Street, 3rd Floor

Richmond, Virginia 23219

Tel: 804/ 371-0280

Fax: 804/ 371-0265

E-mail: [area1@vdfp.state.va.us](mailto:area1@vdfp.state.va.us)



Region 2

**Northern Virginia**

205 Caroline Street

P.O. Box 47

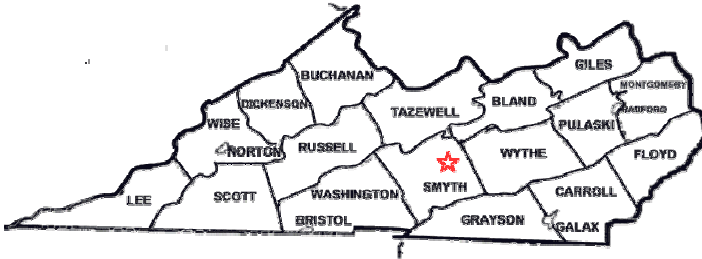
Orange, Virginia 22960

Tel: 540/ 672-1277

Fax: 540/ 672-1560

E-mail: [area2@vdfp.state.va.us](mailto:area2@vdfp.state.va.us)

Region 3



**Southwest Virginia**

Grey Rock Plaza  
945 H North Main Street  
Marion, Virginia 24354

Tel: 276/ 783-1446

Fax: 276/ 783-1842

E-mail: [area3@vdfp.state.va.us](mailto:area3@vdfp.state.va.us)



Region 4

**Central Virginia**

Commonwealth Building  
Suite 160

210 Church Avenue, S.W.  
Roanoke, Virginia 24011

Tel: 540/ 857-7252

Fax: 540/ 857-7100

E-mail: [area4@vdfp.state.va.us](mailto:area4@vdfp.state.va.us)



Region 5

**Eastern Virginia**

1300 Thomas Street, Room 216  
Hampton, Virginia 23669

Tel: 757/ 727-4700

Fax: 757/ 727-4704

E-mail: [area5@vdfp.state.va.us](mailto:area5@vdfp.state.va.us)

Annex F, Attachment 2  
**FOREST FIRE RESPONSE**

**MISSION**

To assist local governments in preventing, controlling, and suppressing a major fire which primarily affects forests, farmland, and other rural areas and which has the potential to overwhelm locally available firefighting resources.

**ORGANIZATION**

The Department of Forestry is the proponent agency primarily responsible, and the State Forester is the Chief of the state's Rural Fire Service. The in-state federal resources of the U. S. Forest Service, the U. S. Fish and Wildlife Service, and the National Park Service are included. Assistance is also provided by the Virginia Cooperative Extension Service (Virginia Tech and Virginia State) and by cooperating volunteer fire departments in rural areas. See Tab A.

**CONCEPT OF OPERATIONS**

- A. This plan has been prepared by the Department of Forestry (DOF) according to authority of Title 10.1-1 105, of the Code of Virginia and is consistent with relevant plans and programs of the Federal and State governments. It is issued under the authority of and in accordance with the provisions of the Commonwealth of Virginia Emergency Services and Disaster Law of 1973, as amended.
- B. This plan:
  - 1. Defines the role of local, state, and federal governments prior to, during, and after a forest fire emergency striking the Commonwealth.
  - 2. Provides guidance to agencies of state government and political subdivisions as to their responsibilities in coping with the effects of a forest fire emergency.
  - 3. Provides for direction and control and for continuity of government in the event of a forest fire emergency striking the Commonwealth.
  - 4. Provides a basis for development of detailed emergency operating procedures, training, and standard operating procedures (SOPs) to be used by agencies of state government and political subdivisions in the event of a forest fire emergency striking the Commonwealth.

5. Provides for the integration of the total resources of government and the private sector and assigns responsibilities to elements of government, quasi-government, and private entities during a forest fire emergency.
  6. Sets forth state concepts and procedures which local governments, organized for rural fire control, should use to develop local plans and SOPs for emergency operations to support this plan and to make the most effective use of resources under their control in dealing with the effects of a forest fire emergency.
- C. Forest fires occur routinely and are handled by local emergency response by the Department of Forestry, fire departments, and volunteers. The majority of the fires occur February 15 to May 15 and October 15 to December 1 each year. During periods of drought forest fires can occur any time of year. The potential for forest fire emergencies are increased in areas with heavy woody debris from ice damage, Gypsy Moth or other insect or disease problems. Additional problems for controlling forest fires are created in the urban interface where houses are intermingled in wooded areas.
- D. Local response capabilities can be quickly overwhelmed when large fires and/or multiple fires occur. Many volunteer firemen are unavailable during the day. DOF, state agency and local government resources are limited. Therefore, effective response to a forest fire emergency must rely on the development of plans, programs, and procedures which will permit:
1. Rapid mobilization and effective utilization of the resources and capabilities of other state agencies, local government and the private sector.
  2. Effective use of support from the other political subdivisions of the state as well as out of state resources.
  3. Responsive and effective state and federal emergency disaster assistance as outlined in MOUs between agencies.
- E. Pre-disaster warning time will vary; prolonged dry periods result in a predictable potential forest fire emergency. Sudden changes in weather such as dry cold fronts which bring low relative humidity and high gusty winds can result in forest fire emergencies with little warning.
- F. DOF at the local, regional and state levels continually monitors the fire potential, on-going fire situation, and resources committed and available.
- G. DOF personnel are trained in the Incident Command System and are prepared to direct appropriate levels of resources for the given situation.
- H. The extent of the emergency will be assessed at the DOF regional level based on the advice and recommendations of appropriate DOF personnel. All available sources of information

and assistance will be utilized in determining the scope of the problem and the forces needed to most effectively cope with the situation. Inventory of the remaining available manpower will be made through contact with local personnel, other state agencies and Regional Chief of Urban Fire Service. Based on the information assembled, plans will be made to deploy available resources to areas of the most crucial needs.

I. State Level

The Chief of the Rural Fire Service is the State Forester, who shall be responsible for the coordination and direction of the personnel and equipment assigned to the control of forest and natural cover fires. To fulfill these responsibilities, he will:

1. Establish procedures and develop plans for overall Rural Fire Service operation, using as a framework the existing organization of the Department of Forestry, the Incident Command System and incorporating mutual aid agreements.
2. Prepare Memorandum of Understanding, as appropriate, with other state and federal agencies to provide mutual assistance including those listed below.
3. Prepare plans to assure close liaison and cooperation with the Chief Urban Fire Service.
4. Utilize the assistance of a Rural Fire Defense Committee composed of representatives of various groups or agencies who, through knowledge and affiliation, can contribute to implementation, review and future modification of this plan.
5. Designate a Chief at the regional level to carry out Rural Fire Service responsibilities.

J. Regional Level

1. The Chief of the Rural Fire Service at the regional level will be the Regional Forester of the Department of Forestry or his designated representatives. The Regional Forester of each region will be responsible to fulfill these responsibilities in an effective manner.
2. The Rural Fire Service Regions shall correspond with the areas encompassed by the existing administrative regions of the State Department of Forestry. These six regions will operate during a large-scale emergency, using as a nucleus the same personnel and equipment as in normal or routine forest fire control operations.

K. Local Level

1. The operational control of fire suppression, coordination, damage control and related matters at the local or county level is exercised by the DOF Regional Forester in his jurisdictional area. The Chief Forest Wardens, Area Foresters and/or Forest Technicians will normally be assigned responsibility for the counties in which they are regularly employed. Their familiarity with county topography, working relationship

already established with local fire departments, emergency services and other government agencies, should contribute to effective coordination at the level of action where it is most vital.

2. The local DOF representative will necessarily utilize all available manpower and equipment in addition to regular sources of forest fire control assistance. Priorities of life and property must be recognized and coordination and compromise must be effected.

#### L. Resources

The Rural Fire Service of Virginia is organized from, but not limited to, the following cooperating sources and agencies:

1. Federal
  - a. United States Forest Service.
  - b. National Park Service.
  - c. Department of Defense - Military Bases, Corps of Engineers.
  - d. U. S. Fish and Wildlife Service.
  - e. FEMA.
2. State
  - a. Virginia Department of Aviation.
  - b. Virginia Department of Corrections.
  - c. Colleges and Universities.
  - d. Virginia Department of Fire Programs.
  - e. Virginia Department of Emergency Management.
  - f. Virginia Department of Forestry.
  - g. Virginia Department of Game and Inland Fisheries.
  - h. Virginia Department of Information Technology.
  - i. Virginia Marine Resources Commission.

- j. Virginia Department of Military Affairs (National Guard).
  - k. Virginia Department of Mines, Minerals and Energy.
  - l. Virginia Division of Parks (Department of Conservation and Recreation).
  - m. Virginia Department of Social Services.
  - n. Virginia Department of State Police.
  - o. Virginia Department of Transportation.
3. Local
- a. Local Government.
  - b. Cooperating fire departments.
  - c. DOF Volunteer "Hot Shot," High School KVG, Local Warden, and other crews and equipment operators.
  - d. Cooperating forest industry trained forest fire fighting crews.
  - e. Private contract equipment.
  - f. Non-government (American Red Cross, Salvation Army, etc.).
  - g. Breaks Interstate Park.

M. Lines of Succession

- 1. State Level
  - a. State Forester, Virginia Department of Forestry.
  - b. Deputy State Forester, DOF.
  - c. Assistant Deputy State Forester, DOF.
  - d. Chief, Fire Management, DOF.
  - e. Assistant Chief, Fire Management, DOF.
- 2. Regional Level

Regional Forester, Virginia Department of Forestry.

3. Local Level

Area Forester, Forest Technician, Chief Forest Warden or other DOF designated person.

N. Control

1. Personnel at each operating level will advise supervisors of the situation who then determine how to deploy available resources to the areas of most crucial need.
2. Communications personnel for the Rural Fire Service will utilize the two-way radio net presently operated by the Department of Forestry.
3. The Department of Forestry advises the State Department of Emergency Management of the latest developments in the situation, including needs and planned actions.

O. The state government organizational staff for emergency operations consists of personnel from the agencies listed above. On behalf of the Governor, the State Forester, or his designee, in coordination with the State Coordinator of Emergency Management, or his designee, will coordinate operations at the state level.

1. The State Forester will initiate Memorandum of Understandings with other agencies named above. The MOUs will include the following:
  - a. Provide resources to assist in immediate response to local emergencies.
  - b. Develop specialized response resources and crews according to capabilities including: dozer crew, chain saw crew, fireline hand crew, equipment repair, other specialized equipment, transportation, etc.
  - c. Provide training time for basic fire and specialized training as appropriate.
2. Short-term response for initial attack, will be handled at the local level.
3. Ongoing local response will be approved at the unit administrator, i.e. Regional level.
4. Use of National Guard will require a declaration of emergency.
5. Forest Fire Readiness levels will be used to indicate response time. Individual MOUs with between agencies will define "on call" or standby at each level. Each agency will have a readiness plan consistent with their MOU.

Figure F-2-1:

<b>FIRE OCCURRENCE LEVEL</b>	
Level 1 LOW	<ul style="list-style-type: none"> <li>• Fires do not readily start.</li> <li>• Fires that do start spread slowly with low resistance to control</li> </ul> <p>Use local resources per cooperative agreement. When required resources exceed those available from local DOF, resources from cooperating agencies will be activated locally as needed.</p>
Level 2 MODERATE	<ul style="list-style-type: none"> <li>• Fires can start from most accidental causes, but the number of starts is generally low.</li> <li>• Fires burn at moderate intensities, heavy fuel concentrations will burn hot.</li> <li>• Fires usually controlled in initial attack phase.</li> </ul> <p>Use local resources per cooperative agreement. When required resources exceed those available from local DOF, resources from cooperating agencies will be activated as needed.</p>
Level 3 HIGH	<ul style="list-style-type: none"> <li>• Fires start easily from most causes.</li> <li>• Control of fires can become difficult if initial attack not initiated promptly, especially in heavy fuels.</li> <li>• Most fires controlled within first burning period</li> </ul> <p>Use local resources per cooperative agreement. When required resources exceed those available from local DOF, resources from cooperating agencies will be activated as needed. Resources will be on standby in accordance with need and Agency MOU.</p>
Level 4 VERY HIGH	<ul style="list-style-type: none"> <li>• Fires start readily and spread quickly.</li> <li>• Resistance to control is high, as is the potential for large fires.</li> <li>• Fire behavior is often erratic, "blow up" potential is high.</li> </ul> <p>When required resources exceed those available from local DOF, resources from cooperating agencies will be activated as needed and selected agency resources will be placed on standby in area.</p>
Level 5 EXTREME	<ul style="list-style-type: none"> <li>• Severe fire conditions, potential for fire disaster is high.</li> <li>• Direct attack of fires virtually impossible, fires often escape initial attack.</li> <li>• Fire behavior is erratic, "blow ups" may be expected.</li> <li>• Resistance to control is high, fires not usually controlled until burning conditions subside.</li> </ul> <p>Declared emergency - When required resources exceed those available from local DOF, resources from cooperating agencies will be activated as needed and selected agency resources will be placed on standby statewide.</p>

## RESPONSIBILITIES

### A. Federal

Federal responsibilities as outlined in MOUs with specific agencies including USFS, NPS, Department of Defense, and U. S. Fish and Wildlife.

B. Other states

Agreements are outlined in the Mid-Atlantic Forest Fire Compact and the Southeast Forest Fire Compact .

C. State

1. Common Responsibilities

All state agencies and local governments have common responsibilities, to include:

- a. Each state agency and local government must designate a coordinator who can handle emergency planning and operational issues. The degree of a state agency's involvement in daily emergency management activities realistically varies. An established coordinator can aid an agency in adopting to changing levels of activity. A coordinator provides continuity of effort, determines staff training needs related to emergency duties and operations, prepares agency damage assessment reports, and facilitates an agency's integration into the operations of the Incident Command System operations.
- b. Disaster preparedness training.
- c. Preparation of internal emergency plans or Standard Operating Procedures (SOPs), to include:
  - (1) Provision for protection of personnel.
  - (2) Alerting and warning of personnel.
  - (3) Transmission of emergency information to the State EOC.
  - (4) The establishment of lines of succession of key emergency personnel.
- d. Conduct an annual review of assigned tasks and supporting annexes in the State Plan and submit update corrections to the Plans Division, Department of Emergency Management.
- e. Conduct an annual review of normal agency operations and facilities to identify opportunities for mitigating disaster effects. Suggestions and recommendation shall be submitted to the DES, Plans Division, Special Projects Branch.

- f. Immediately after implementation of this plan on a major disaster, conduct a review and critique of the plan and response actions. Submit corrections or suggested changes to the DES, Plans Division for inclusion in the next revision.
  - g. All state agencies and local governments must be prepared to integrate into the state and federal disaster response effort. To this end, each agency must have sufficient pre-designated and trained personnel to work with their counterparts.
  - h. If not assigned a specific task in this plan, state agencies will provide support within their respective capabilities for emergency operations.
  - i. Annually provide DOF with an inventory of specialized resources available by location as requested.
- 2. Specific Responsibilities Assigned to State Agencies
  - a. Aviation, Department of  
  
Provide air transportation and support, fire detection, and reconnaissance operations when requested.
  - b. Corrections, Department of
    - (1) Provide manpower, to include inmates within security limitations for support of fire suppression operations.
    - (2) Provide available transportation for fire personnel.
    - (3) Provide emergency feeding support for fire fighters and/or evacuated civilians.
    - (4) Provide emergency housing in fire areas for fire fighters and/or evacuated civilians, as available.
    - (5) Assist in repair and maintenance of fire tools and equipment.
  - c. High Schools, Colleges, and Universities
    - (1) Provide manpower, to include trained fire crews at designated high schools, colleges and Universities. Develop fire fighting hand crews and crew leaders with training in basic fire control and safety.
    - (2) Provide crew boss training for personnel who will supervise crews.
  - d. Emergency Management, Department of

- (1) Operate the State EOC.
  - (2) Act as the liaison between the Department of Forestry and other state agencies.
  - (3) Emergency communications.
  - (4) Coordinate disaster response of non-governmental organizations such as the American Red Cross, Salvation Army, Virginia Council of Churches, Disaster Response Network, and the Associated General Contractors of Virginia.
  - (5) Process and transmit requests for federal disaster assistance.
  - (6) Provide additional mobile command posts to fire incidents when needed.
  - (7) Provide HAZMAT support.
- e. Fire Programs, Department of
- (1) Provide training assistance, facilities and special instructors to support DOF training.
  - (2) Provide liaison as needed with local fire service to protect structures.
  - (3) Provide overhead support of urban fire service resources in Wildland/Urban Interface fires.
- f. Game and Inland Fisheries. Department of
- (1) Provide manpower to support fire suppression activities. To include law enforcement personnel for traffic control, security and fire investigation.
  - (2) Provide equipment for transportation of fire fighters. (to include 4X4 vehicles, boats, etc.).
  - (3) Develop fire fighting hand crews or chain saw crews and crew leaders with training in basic fire control, chain saw use and safety.
  - (4) Provide crew boss training for personnel who will supervise crews.
- g. Information Technology, Department. of
- Provide emergency communication equipment to support fire suppression operations.

h. Marine Resources Commission

- (1) Provide boats for transportation of fire fighters.
- (2) Provide law enforcement personnel for traffic control, security and fire investigation.

i. Military Affairs. Department of

- (1) Coordination of state military forces and resources employed in emergency fire suppression operations under direction of DOF.
- (2) Provide military support of:
  - (a) Back-up communications.
  - (b) Ground transportation.
  - (c) Provide emergency feeding support.
  - (d) Area security and traffic control.
  - (e) Heavy equipment, such as bulldozers and water supply.
  - (f) MEDEVAC, aerial reconnaissance, aerial cargo delivery, and water buckets.
- (3) In selected Guard units, develop fire fighting hand crews, dozer crews or chain saw crews and crew leaders with training in basic fire control, chain saw use and safety.
- (4) Provide crew boss training for personnel who will supervise crews.

j. Mines. Minerals and Energy, Department of

- (1) Provide manpower to support fire suppression operations.
- (2) Provide transportation for personnel who will supervise crews.
- (3) Provide maps showing locations of gas or oil wells, gathering pipelines and associated facilities.

k. Parks, Division of, Conservation and Recreation, Department of

- (1) Provide available manpower for fire suppression operations. Develop firefighting hand crews, dozer crews or chain saw crews and crew leaders with training in basic fire control, chain saw use and safety.
  - (2) Provide crew boss training for personnel who will supervise crews.
  - (3) Provide law enforcement officers for traffic control and security measures.
  - (4) Provide available equipment to support suppression operations.
  - (5) Provide emergency housing for fire fighters and/or civilians evacuated from fire area.
  - (6) Provide emergency feeding support where available for fire fighters and/or evacuated civilians
  - (7) Assist in repair and maintenance of fire tools and equipment.
- l. Social Services, Department of
- Provide feeding and/or housing for evacuated civilians.
- m. State Police, Department of
- (1) Evacuation in coordination with DOF, local governing officials and law enforcement personnel.
  - (2) Provide back-up field communications and emergency radio repair.
  - (3) Provide command post support.
  - (4) Assist local law enforcement agencies in providing security, traffic control, and law enforcement at evacuation centers and fire areas.
  - (5) Provide rotor and fixed wing aircraft for fire suppression and reconnaissance operations and transportation of fire personnel.
  - (6) Assist in the investigation of fires.
- n. Transportation, Department of
- (1) Provide manpower to operate heavy equipment in fire suppression operations. Develop firefighting hand crews, dozer crews, and chain saw crews and crew leaders with training in basic fire control, chain saw use and safety.

- (2) Provide crew boss training for personnel who will supervise crews.
- (3) Provide equipment; such as chain saws, bulldozers and water tankers.
- (4) Provide ground transportation for fire personnel.
- (5) Provide back-up field communications.
- (6) Provide mechanics for repair and support of fire equipment.
- (7) Provide fuel to support fire operations.

3. Local Government

- a. Local governments will carry out the provisions of this annex and prepare and maintain supporting plans and SOPs to support this annex.
- b. Provide available equipment, dozers, water supply, etc. to support suppression operations.
- c. Provide available manpower for fire suppression operations. To include enforcement officers for traffic control and security measures.
- d. Buses for transporting fire crews.
- e. Local Emergency Services Coordinator to assist with evacuation, food and lodging.

4. Non-Government

- a. American National Red Cross, Salvation Army, Fire Dept. Auxiliary, etc.  
Assist with sheltering and feeding of emergency personnel and evacuees.
- b. Fire Departments
  - (1) Provide protection for structures threatened by forest fires.
  - (2) Provide manpower and equipment for forest fire suppression operations.
  - (3) Provide command personnel for unified command or liaison with DOF.
- c. Cooperating Industrial Crews and Private Contractors

- (1) Provide personnel, crew leaders, and specialized equipment as available. Develop fire fighting hand crews, dozer crews and chain saw crews and crew leaders with training in basic fire control, chain saw use and safety.
- (2) Provide crew boss training for personnel who will supervise crews.

D. Execution

This plan is effective for training, pre-emergency preparedness or execution upon receipt. Support to the DOF will be accomplished through established procedures when a forest fire emergency exists. It is executed when:

1. Local fire occurrence requires resources for suppression in excess of resources immediately available from DOF.
2. A forest fire emergency strikes the Commonwealth or may imminently do so.
3. A notification is made by the State Forester.
4. A state of emergency is declared by the Governor.

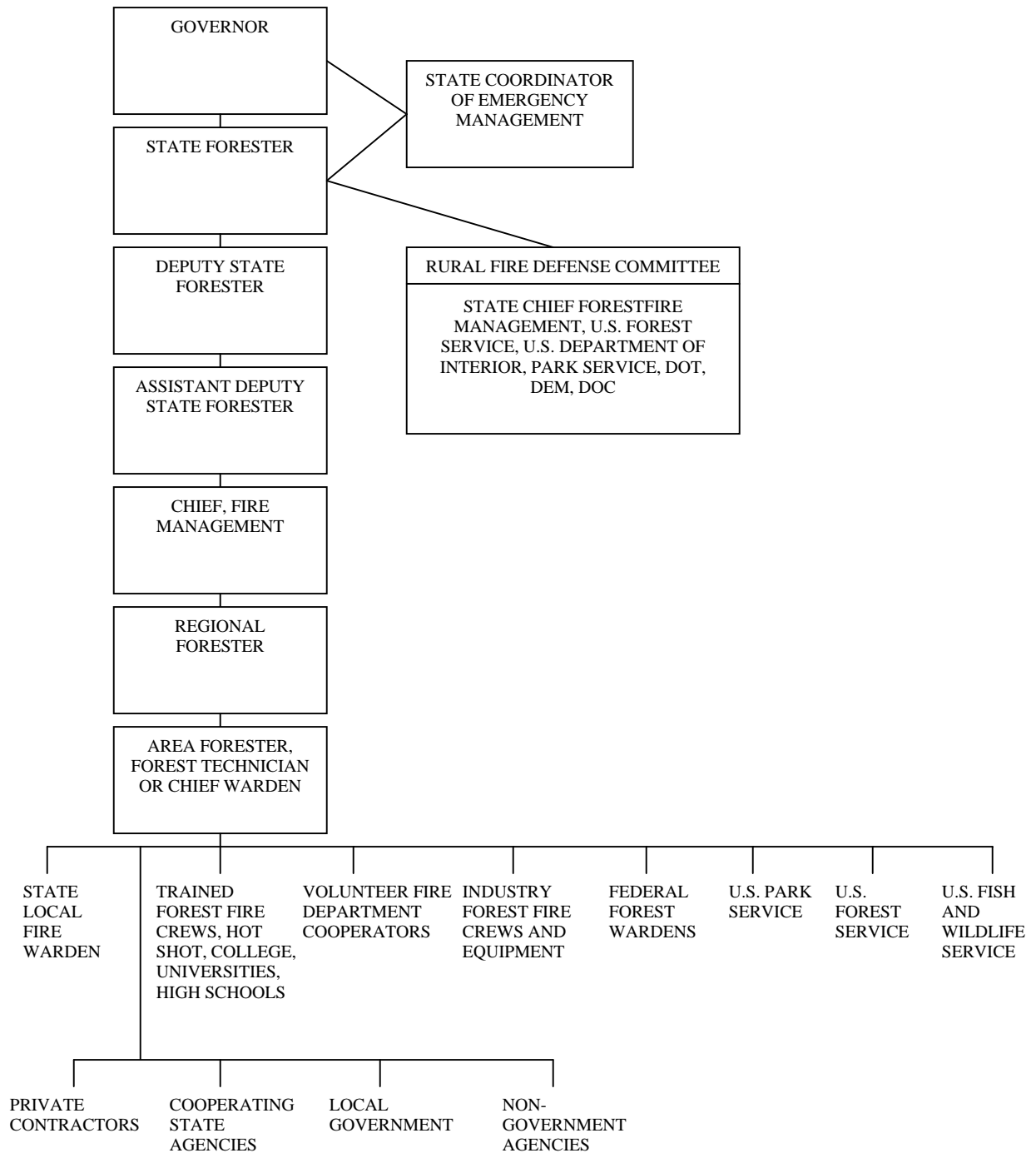
- E. The Chief of Fire Management, is responsible for maintaining and updating this plan. Recommendations for changes or improvements are encouraged from all personnel and cooperators. The Emergency Management Coordinator of each supporting agency will familiarize themselves and their personnel with the DOF plan and their agency SOPs for carrying out assigned tasks and functions.

F. Training and Exercises

1. Virginia Department of Forestry provides periodic training programs to cooperating agencies and organizations. Trained personnel are essential for coordination of resources to successfully and safely control forest fires. Specialized crews (dozer, chain saw, engine, etc.) and specialized positions (incident command, logistics, plans, etc.) are needed to coordinate and control action. Personnel involved in forest fire control need to be trained in basic fire control, safety and specialized training specific to their role.
2. The DOF will provide training specific to each agency or organization as appropriate to the specific role. Basic fire control and safety should be provided annually. DOF will maintain a listing of available resources and training to determine the appropriate role for assigned resources. Each agency is responsible for the allotment of training time for personnel.

3. DOF will determine statewide training needs and plan appropriate training programs for each cooperating agency or organization. The training success and needs will be evaluated through reports, inspections, tests, exercises, and ongoing effectiveness on forest fires. State agencies will sponsor pertinent technical, skill or other appropriate training in cooperation with DOF. Initial and refresher training for staff who have or will be assigned emergency duties will be provided.

Annex F, Attachment 2, Tab A  
**RURAL FIRE SERVICE ORGANIZATION**



Annex F, Attachment 2, Tab B  
**FIREFIGHTING SUPPORT FUNCTIONS**

**# 1 - COMMAND AND CONTROL**

<u>Primary Agency:</u>	Department of Forestry
<u>Support Agencies:</u>	U. S. Forest Service U. S. National Park Service U. S. Fish and Wildlife Service Department of Fire Programs Department of Emergency Management Department of Game and Inland Fisheries Department of Information Technology Marine Resources Commission Department of Military Affairs Department of Mines, Minerals, and Energy Division of Parks, DCR Department of Transportation Forest Industry

The purpose of this function is to provide for Forest Fire administration for forest fire response. Each agency or organization in cooperation with DOF should provide for the adequate training of personnel in basic fire control and safety the Incident Command System, and other training as appropriate.

**# 2 - LOGISTICS - TRANSPORTATION**

<u>Primary Agencies:</u>	Department of Transportation Department of Corrections Department of Military Affairs
<u>Support Agencies:</u>	Department of Aviation Colleges and Universities Marine Resources Commission Department of Mines, Minerals, and Energy Division of Parks, DCR

The purpose of this function is to provide for the coordination of transportation support to state and local government entities, voluntary organizations, and other agencies requiring transportation to perform forest fire response.

Each agency or organization should provide, to the extent possible, transportation for their own personnel, crews or equipment. The incident command coordinating the response will provide provisions for alternative transportation if needed.

### **#3 - LOGISTICS - COMMUNICATIONS**

<u>Primary Agency:</u>	Department of Forestry
<u>Support Agencies:</u>	Department of Aviation Department of State Police Marine Resources Commission Department of Military Affairs Department of Mines, Minerals and Energy Division of Parks, DCR Department of Transportation Department of Corrections Department of Emergency Management Department of Game and Inland Fisheries Department of Information Technology

The purpose of this function is to provide for communications support to state and local government entities, voluntary organizations, and other agencies requiring communication to perform forest fire response. Each agency or organization should provide, to the extent possible, communication for their own personnel, crews or equipment. The incident command coordinating the response will provide provisions for communication, if needed.

### **#4 - LOGISTICS - MASS CARE, INCLUDING SHELTER, FOOD, AND FIRST AID**

<u>Primary Agencies:</u>	American Red Cross Salvation Army Fire Department Auxiliary Rescue Squads
<u>Support Agencies:</u>	Department of Social Services Department of Forestry U. S. Forest Service Department of Fire Programs Department of Emergency Management Department of Game and Inland Fisheries Department of Military Affairs Division of Parks, DCR

The purpose of this function is to provide for shelter, feeding and emergency first aid during a forest fire event. Each agency or organization should coordinate with the DOF incident command.

#### **# 5 - OPERATIONS - FOREST FIRE DOZER CREWS**

<u>Primary Agencies:</u>	Department of Forestry Forest Industry Department of Transportation
<u>Support Agencies:</u>	Department of Military Affairs Private Contractors Local Government

The purpose of this function is to provide for Forest Fire Dozer Crews for forest fire response. Each agency or organization in cooperation with DOF should provide for the adequate training of personnel in basic fire control and safety and crew boss training to the crew leaders and other training as appropriate.

#### **#6 - OPERATIONS - STRUCTURE PROTECTION DURING FOREST FIRES**

<u>Primary Agencies:</u>	Fire Departments Department of Forestry
<u>Support Agencies:</u>	Forest Industry Department of Transportation Department of Military Affairs Private Contractors U. S. Forest Service National Park Service Department of Fire Programs

The purpose of this function is to provide for protection of structures during forest fire control. Each agency or organization should provide for liaison with DOF to adequately coordinate protection and control efforts.

#### **#7 - OPERATIONS - FOREST FIRE CHAIN SAW CREWS**

<u>Primary Agencies:</u>	Department of Forestry Forest Industry Department of Transportation Private Contractors Division of Parks, DCR
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Support Agencies:

U. S. Forest Service  
Department of Mines, Minerals, and Energy  
Department of Game and Inland Fisheries

The purpose of this function is to provide for Forest Fire Control Chain Saw Crews for forest fire response. Each agency or organization in cooperation with DOF should provide for the adequate training of personnel in basic fire control and safety, chain saw use and crew boss training to the crew leaders and other training as appropriate.

## **#8 - OPERATIONS - FOREST FIRE HAND CREWS**

Primary Agencies:

Department of Forestry  
Fire Departments  
Volunteer Crews

Support Agencies:

Marine Resources Commission  
Department of Military Affairs  
Division of Parks, DCR  
Department of Game and Inland Fisheries  
Colleges and Universities  
Forest Industry  
U. S. Forest Service  
National Park Service  
Department of Transportation

The purpose of this function is to provide for Forest Fire Control Hand Crews for forest fire response. Each agency or organization in cooperation with DOF should provide for the adequate training of personnel in basic forest fire control and safety, and crew boss training to the crew leaders.

## **#9 - OPERATIONS - LAW ENFORCEMENT**

Primary Agencies:

Department of Forestry  
Sheriffs Departments  
Department of State Police

Support Agencies:

U. S. Forest Service  
Department of Game and Inland Fisheries  
Department of Military Affairs  
Division of Parks, DCR

The purpose of this function is to provide for the coordination of evacuation, traffic control, security, and fire investigation during a forest fire event. Each agency or organization should coordinate with the DOF incident command.

## **#10 - OPERATIONS - HAZARDOUS MATERIALS**

### Primary Agencies:

Local Fire Departments  
Department of Emergency Management

### Support Agencies:

Department of Environmental Quality  
Rescue Squads  
Department of Forestry  
Department of Social Services  
U. S. Forest Service  
Department of Fire Programs  
Department of Game and Inland Fisheries  
Department of Military Affairs  
Division of Parks, DCR  
Department of State Police  
Department of Transportation

The purpose of this function is to provide for the coordination of a response to an actual or potential discharge and/or release of hazardous materials during a forest fire event. Each agency or organization should coordinate with the DOF incident command.